

**Michigan
Emergency Telephone Service Committee
(ETSC)**

**2001 Report to the Michigan Legislature
on the
Implementation of Wireless E9-1-1**

**P.A. 78, 79, 80, and 81 of 1999
amending P.A. 32 of 1986**



August 30, 2001

<p align="center">Emergency Telephone Service Committee</p> <p align="center">2001 Report to the Michigan Legislature</p>

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**Emergency Telephone Service Committee
2001 Report to the Michigan Legislature**

STATUS OF WIRELESS E9-1-1 IMPLEMENTATION

Michigan has made great strides in fulfilling the requirements of Public Act 78 of 1999 governing wireless enhanced 9-1-1.

There are 192 primary Public Service Answering Points (PSAPs) taking 9-1-1 calls in the state's 83 counties. Since the last Annual Report was filed in April of 2000, all counties have met the requirements set forth by the Emergency Telephone Service Committee (ETSC) by requesting Phase I service. In addition, every county has updated its final 9-1-1 Service Plan to incorporate wireless service. These processes alone were significant accomplishments.

A review in March 2000 revealed that only 32 counties had completed the steps necessary to be certified as eligible to receive second-year wireless funding. Members of the ETSC worked with the Michigan Chapter of the National Emergency Number Association (NENA), the Michigan Communications Directors Association (MCDA), the Association of Public Safety Communications Officials (APCO), and the Ameritech Users Group (AMUG) to sponsor a Critical Issues Forum for county and PSAP officials. This forum was attended by nearly 300 participants from 76 of Michigan's 83 counties. Experts at both the state and national level presented the most current information available about wireless E9-1-1 implementation. As a result of this forum, every county in Michigan was provided the information and assistance it needed to meet the second-year requirements for certification.

Monies collected from the wireless surcharge are being distributed quarterly to counties in accordance with the legislation, and vouchers are being reviewed and approved by the ETSC for reimbursement as they are received from qualified CMRS suppliers. Effective June 29, 2001, the \$.55 wireless surcharge was reduced to \$.52 with the sunset of the \$.03 portion earmarked to fund priority issues of 9-1-1 coverage.

The Training Subcommittee has developed a methodology for the distribution of training monies as set forth in Section 409 (1) (d) of Public Act 78. The first distribution to PSAPs is anticipated in August 2001.

Michigan's efforts have been lauded in many settings, most recently at the National Emergency Number Association (NENA) conference in Orlando, Florida. Michigan has been touted as a state whose wireless participants have worked tirelessly and cooperatively for the benefit of public safety, putting political and geographic agendas aside.

U.S. Rep. Fred Upton, the new chair of the Telecommunications and Internet Subcommittee, held a hearing in June 2001 to discuss the status of wireless implementation around the country and whether current implementation standards and schedules are appropriate. In preparation for this hearing, Representative Upton's staff contacted the Emergency Telephone Service Committee to gather information about Michigan's experiences and progress.

Since the passage of Public Acts 78, 79, 80, and 81 of 1999, there has been a lot of activity in Michigan regarding the implementation of wireless 9-1-1 Phase I and II as stipulated by Federal Communications Commission (FCC) Docket 94-102 and subsequent clarifications from the FCC. Under FCC rules, Phase I service is required to provide the dispatch center with the call back number of the phone used to dial 9-1-1 and the location of the cell site used to handle the call. Phase II service is required to provide specific location information of the 9-1-1 caller, within parameters spelled out by the FCC. While much progress has been made, much work remains.

While much progress has been made, much work remains and there are obstacles that seem to be slowing the implementation process. Some of these contributing factors are:

- An improvement in project management is needed.
- Some counties are very cautious about moving forward.
- Some wireless carriers are slow to respond to requests by PSAPs.
- Some counties are not prepared.
- 9-1-1 service providers must be able to accept different wireless technologies.

An improvement in project management is needed:

Wireline 9-1-1 implementation in the 1980's and 1990's was accompanied by considerable assistance from the two 9-1-1 service providers--Ameritech and Verizon (formerly GTE). Many meetings were held with local officials to help them through the process of implementing a new 9-1-1 system.

The implementation of wireless 9-1-1 was expected to proceed faster than wireline 9-1-1 since service plans are in place, constituents know 9-1-1, and a funding mechanism is in place that is easy to manage. However, understanding the intricacies of wireless 9-1-1 requires leadership in the deployment process and understanding of the existing wireline networks and PSAP equipment. The basic network solutions (NCAS, CAS, and Hybrid CAS) for implementing wireless 9-1-1 are very different in design and how they impact the PSAP. Few county personnel have a detailed understanding of this information as illustrated by counties being very cautious or unprepared. The lack of project management for wireless 9-1-1 implementation is probably the single most significant reason that wireless 9-1-1 implementation has been slow. The ETSC supports the state pursuing the feasibility of establishing a statewide coordinator position that can facilitate the implementation process on a region-by-region basis. Some 26 states currently have statewide coordinators.

Some counties are very cautious about moving forward:

Most counties have been very cautious in the implementation of 9-1-1 due to the potential large call volume that can result and a lack of understanding of the intricacies of wireless 9-1-1.

PSAPs are experiencing wireless 9-1-1 call volumes as high as 40-70% of their total 9-1-1 call volume. PSAP administrators are concerned about the impact wireless 9-1-1 call volumes will have on existing wireline 9-1-1 networks. If additional separate wireless 9-1-1 trunk lines are required by a PSAP, they must be ready to support the financial cost of those additional trunks. If wireless 9-1-1 calls are to be handled over existing wireline 9-1-1 trunks, then there is concern that wireless 9-1-1 calls may overwhelm and perhaps block some wireline 9-1-1 calls.

PSAPs are also understandably confused about the various wireless 9-1-1 call delivery methodologies. CAS, NCAS, and Hybrid CAS (in several formats) are all possible methodologies a wireless carrier may wish to use when deploying wireless 9-1-1. These have a significant impact on the PSAP's equipment and the ability to transfer wireless 9-1-1-caller information to other PSAPs using a different methodology.

Some wireless carriers are slow to respond to requests by PSAPs:

A number of Michigan PSAPs requested wireless 9-1-1 implementation as early as September 1, 2000, with a few requesting service even earlier. The FCC requires that once a wireless carrier receives a request they must implement Phase I within six months. Many PSAPs have waited much longer than the six months for the wireless carriers to respond. Five carriers have begun implementation of Phase I in portions of the state--RFB Cellular, Cingular, Centennial, CenturyTel, and Nextel. Other carriers have not implemented at this writing.

Some counties are not prepared:

A significant number of PSAP administrators are unprepared to implement Phase I wireless 9-1-1. Not all counties have upgraded their PSAP equipment to receive wireless 9-1-1 calls from the carriers. Only 23 counties can receive and process wireless 9-1-1 calls with a CAS network. Since the other counties have requested Phase I service from a wireless service provider provisioning the CAS solution, a delay will occur until PSAP and/or 9-1-1 service provider capabilities are resolved.

9-1-1 service providers must be able to accept different wireless technologies:

The 9-1-1 service providers must be able to accept different wireless 9-1-1 technologies such as CAS, NCAS, and Hybrid CAS. It is very likely that any one PSAP will receive wireless service from several wireless companies. It is also very likely that some wireless providers will want to implement utilizing different methodologies. This is only possible if the 9-1-1 service provider is able to accept any of the various existing methodologies including CAS, NCAS, or Hybrid CAS.

Reporting Requirements of P.A. 78 of 1999

P.A. 78 of 1999, Section 412 (1) states: **The committee shall conduct and complete a cost study and make a report on the service charge required in section 408 not later than April 30, 2000, and August 30 annually after 2000. The report of the study shall include at a minimum all of the following:**

- A. The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.**
- B. The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.**
- C. The service charge required in section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.**
- D. A description of any commercial applications developed as a result of implementing this act.**
- E. A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.**

This information was requested from counties and CMRS suppliers via letter on May 10, 2001. A follow-up letter was sent to counties on June 28, 2001. Copies of these letters are included in Appendix 9 (pages 28-30). What follows is the Emergency Telephone Service Committee's compilation of responses received.

- A. The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.**

All of Michigan's 83 counties have requested Phase I wireless 9-1-1 service. To date, 21 counties have partially implemented Phase I, meaning the service is being provided by some, but not all, of the CMRS suppliers doing business in the county. A map detailing the status of Phase I by county is contained in Appendix 1 (page 14). Shiawassee was the first county to receive Phase I service from two suppliers; St. Joseph was the first to receive Phase I service from three suppliers.

- B. The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.**

PSAPs: Some counties report their wireless implementation costs to date to be considerably more than the amount of wireless funds they've received. Other counties have not yet begun the implementation process. These counties report their wireless funds are being retained until determinations can be made, in coordination with their CMRS suppliers, as to the type of technology needed. Actual costs incurred include the purchase of new equipment or upgrades to existing equipment in preparation for Phase I and Phase II wireless, mapping software, and additional personnel costs to handle the increasing number of wireless 9-1-1 calls being received. A detailed list of responses can be found in Appendix 10 (pages 31-60).

CMRS: CMRS suppliers recently began submitting invoices requesting reimbursement from the CMRS fund. Payments approved by the ETSC to date total \$395,016.02.

One carrier only requested a portion of their receipts for reimbursement in an effort to stimulate other carriers to start doing likewise and to ensure that everything is working as planned with the reimbursement process.

There are two major reasons more requests for reimbursement from the CMRS fund have not been submitted at this time. First, while we are moving forward with implementation and preparation for implementation at a very respectable pace, only five carriers have actually completed implementations (several others are on the verge of their first implementations). Once other carriers have completed successful implementations with PSAPs throughout the state, they too will look to start the process of recovering their expenses from the

CMRS fund. Many carriers will eventually make these requests and, once they have, the CMRS fund will decrease very rapidly. Unlike the county portion of the surcharge, there is not a pre-set methodology for distribution of the CMRS fund and it will only occur upon requests from the carriers. Carriers, while incurring pre-deployment costs, are very hesitant to submit invoices prior to actual successful implementations.

Another consideration is the comparison in cost to the carriers between Phase I implementation and Phase II implementation. The majority of costs to be recovered for Phase I are associated with a carrier's circuit additions that enable connectivity between the Mobile Switching Center and the 9-1-1 service provider's Selective Router. Another (and much larger) cost currently being accrued by carriers is the fee charged by "Value Added Vendors." These Value Added Vendors take care of a majority of the project management and database management for most of the implementation work and coordination between the carrier and the PSAP. These costs are still applicable even if a carrier chooses not to use a vendor; the costs would instead be shown as internal employee charges. There is also often large software enhancement charges incurred by carriers to update their switches and other hardware to accommodate the needs of 9-1-1 deployments.

Most of the costs borne by carriers for implementation of Phase I will be mirrored for the upcoming Phase II deployments. In addition to those costs will be a tremendous increase in the dollars expended by carriers to either upgrade their network equipment to accommodate Phase II or to purchase the adjunct systems required to enable any one of the several potentially available technologies that will be employed by various carriers in support of Phase II. When Michigan reaches that stage in this process, it is anticipated that the CMRS fund will be depleted in very short order.

C. The service charge required in section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.

With the sunset of the \$.03 portion of the surcharge designated for priority 9-1-1 coverage projects, Michigan's wireless surcharge was reduced from \$.55 to \$.52 per month effective June 29, 2001.

While several counties report they do not believe the amount of funding they are currently receiving will be sufficient to cover their Phase II implementation costs, there is not adequate data available to support a recommendation to change the service charge amount at this time.

The ETSC and other public safety organizations will monitor this issue and continue to collect information needed to make a recommendation on this matter in the future. Current areas to be monitored include:

- ☐ Costs for Phase II service are uncertain at this time. Once a determination is made as to the costs involved, both for the PSAP and the CMRS supplier, a recommendation can be made as to whether the existing surcharge will be sufficient to cover implementation.
- ☐ Domestically, as of December 31, 1999, there were more than 86.1 million wireless subscribers. This is equivalent to over 31% of the U.S. population using wireless phones. Currently, there are over 112 million U.S. wireless subscribers, with the estimation that there are 45,924 new wireless subscribers every day—one every two seconds. Experts estimate that by 2005 there will be over 1.26 billion wireless phone users around the world. (Source: Cellular Telecommunications and Internet Association.) The number of wireless phones is expected to continue to increase while the number of wireline phones decrease. In Michigan, wireline E9-1-1 surcharges are set at the county level. In 62 counties, residents pay monthly wireline E9-1-1 surcharges that exceed \$.52 per month. If the number of wireless phones does continue to increase as predicted while the number of wireline phones decreases, the funding available to counties for 9-1-1 services will also decrease. If future data shows that the majority of those using the 9-1-1 service are wireless consumers, it seems appropriate that those consumers bear their share of the cost of funding the service.
- ☐ Those who purchase wireless phone service through "pre-paid" means do not currently pay a wireless surcharge in Michigan. If this trend continues to grow, it could negatively impact funding for 9-1-1 service.

A summary of wireline and wireless charges by state can be found in Appendix 7 (page 23).

D. A description of any commercial applications developed as a result of implementing this act.

This information was requested from all CMRS suppliers doing business in Michigan. Two CMRS suppliers responded and neither reported developing any commercial applications as a result of implementing this act.

E. A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.

Some counties report their wireless implementation expenditures to date are considerably more than the amount of wireless funds they've received. Other counties have not yet begun the implementation process and report their wireless funds are being retained until determinations can be made, in coordination with their CMRS and 9-1-1 service suppliers, as to the type of technology needed. Expenditures include the purchase of new equipment or upgrades to existing equipment in preparation for Phase I and Phase II wireless, mapping software, and additional personnel costs to handle the increasing number of wireless 9-1-1 calls being received. A detailed list of responses can be found in Appendix 10 (pages 31-60).

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2001 Report to the Michigan Legislature**

RECOMMENDATION

While the public safety community in Michigan has accomplished a great deal in the past two years, it is now time for the state to move to the next stage of implementation.

As the affected participants move towards full implementation of Phase I and Phase II wireless E9-1-1, significant coordination between counties, PSAPs, 9-1-1 service providers, service suppliers, and the wireless providers continues. Members of the ETSC have volunteered countless hours while retaining full-time positions within their own agencies and disciplines. This intense level of participation has taxed even the most tolerant local supervisors and commissioners. It is now time for state government to become more involved in this process.

Coordination of wireless implementation is now beyond the capabilities of the ETSC. Several original members of the 1999 ETSC have been replaced. While committee members work very well together, wireless project management is beyond their scope. In this regard, continuity of effort is difficult at best. Legal, political, and geographical issues constantly arise and are difficult to direct for resolution. While the members continue to work arduously, several have indicated that they cannot continue to devote as much time to this effort as they have in the past.

It is the recommendation of the Emergency Telephone Service Committee that the state pursue the feasibility of establishing a full-time 9-1-1 Coordinator to assist with both wireline and wireless implementation and emerging technologies. Twenty-six other states already have coordinators. Ideally, this program manager would have skills adept at dealing with the legal, technical, and administrative aspects of this effort. He/she would have a strong background in project management and be able to work cooperatively with state and local officials, PSAPs, CMRS providers, and others involved in this endeavor. This person needs the ability to negotiate complex issues, work with the Legislature, have public speaking talents, and be knowledgeable on 9-1-1 and PSAP matters. Without a State 9-1-1 Coordinator, Phase I and II wireless implementation will be slow at best.

<p>Emergency Telephone Service Committee 2001 Report to the Michigan Legislature</p> <p>DEPARTMENT OF STATE POLICE REPORT</p>
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Wireless Implementation Report

The wireless cost recovery legislation passed in 1999 did not provide a cost recovery mechanism for Michigan State Police (MSP) dispatch centers. MSP does not have the financial resources, as was provided to counties through the legislation, to purchase the necessary hardware and software. While this may not have been the intent of the Legislature, it is a reality. Costs to staff and maintain these centers are borne by general operating funds. The lone exception to date is the department's Sixth District Regional Dispatch Center located in Rockford. Through an agreement with Kent County, a portion of the county's wireless 9-1-1 funds is being routed to MSP to handle wireless call response for the county. This is not the case, however, with the department's other centers. The Metro Dispatch Center, located in Detroit, receives over 170,000 wireless calls per month and no monies are dedicated from the fund for its support.

If this situation is not corrected, wireless calls currently taken by MSP dispatch centers will need to be diverted to the county or other designated dispatch center. In many cases, these calls will be routed back to the MSP for assignment.

ETSC Staff Support Report

The Department of State Police is responsible for providing staff assistance to the Emergency Telephone Service Committee as necessary to carry out the Committee's duties. This function is housed within the department's Uniform Services Bureau (USB) Administrative Section. The USB office serves as the central point of contact for all questions and inquiries regarding the ETSC and its functions.

The USB commander serves as the State Police representative to the ETSC. This representative currently serves as the committee chair and also chairs the Legislative Action and CMRS subcommittees. Two USB staff members provide administrative staff support to the committee and its members. These three MSP members handle their ETSC duties in addition to their day-to-day responsibilities within the Uniform Services Bureau.

In accordance with P.A. 78, before CMRS invoices are reviewed by the CMRS Subcommittee, the Department of State Police staff must remove all information that identifies the CMRS supplier submitting the invoice. Internal procedures are in place to track invoices as they are received and reviewed by the CMRS Subcommittee and the ETSC. To date, two invoices have been received and approved for reimbursement.

USB has established a listing of individuals interested in ETSC issues. Regular mailings are sent in an effort to keep those interested parties informed of the Committee's activities. A web site is maintained and updated regularly to ensure the most current information regarding the Committee is readily accessible:

(www.msp.state.mi.us/division/MI911/index.htm).

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DEPARTMENT OF TREASURY REPORT

The Department of Treasury is responsible for the financial administration of this program. Financial administration tasks include processing payments received from the Commercial Mobile Radio Suppliers (CMRS); making distributions to the Counties, CMRS, and the Public Safety Answering Points (PSAPs) as directed by the Committee; and accounting for these transactions.

The Office of Revenue and Tax Analysis identified the CMRS suppliers or resellers that had customers conducting business in Michigan. As of June 2001, there are 35 CMRS suppliers/resellers operating in Michigan.

For Fiscal Year 2001 (as of June 2001), receipts from CMRS suppliers and interest total \$16.7 million. Restricted revenue receipts have been stronger than the original FY 2001 appropriation of \$16 million and the appropriation was increased by \$4.7 million to cover the statutorily required disbursements. Treasury's Bureau of Investments invests the account balances as part of the State's common cash fund.

Four types of payments are made from this program.

1. & 2. County payments, which are funded by the 10-cent and 15-cent portion of the fee have been disbursed on a quarterly basis since May 2000.
3. Payments have recently begun to CMRS suppliers, which is funded by the 25-cent portion of the fee. Payments are made to CMRS suppliers for providing and installing equipment that implements the wireless emergency service order and PA 78 of 1999. A balance of \$13.5 million remained in the fund for disbursement as of June 2001.
4. The first PSAP training fund payment will be made in August 2001. Approximately \$421,000 will be disbursed. The next disbursement will occur in December 2001, and is estimated to be about \$700,000.

The system to make disbursements to the counties and the PSAPs is a modification to the State Revenue Sharing system.

The Office of Revenue and Tax Analysis has been working with the ETSC Training Subcommittee to design a PSAP registration and payment process to generate semiannual payments to the PSAPs to fund training. It is planned to have the new payment process in operation by August 2001 to generate disbursements to eligible PSAPs for training 9-1-1 Center personnel.

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COUNTY CERTIFICATION**

At its February 21, 2001 meeting, the ETSC approved the following criteria to be used in determining second-year certification:

1. *To be compliant with Michigan P.A. 78, a county must, at a minimum, prior to May 1, 2001:*
 - (A) *Provide ETSC with documentation that a tentative 9-1-1 plan, whether new, amended, or revised, has been approved by that county's board of commissioners. It is acceptable, under this provision, that the final plan approval be pending, and;*
 - (B) *The tentative 9-1-1 plan or final 9-1-1 plan must incorporate a reference to FCC Docket 94-102, the wireless emergency service order.*
2. *To be compliant with the Emergency Telephone Service Committee requirements for recertification a county must, prior to May 1, 2001:*
 - (A) *Make a written request for Phase 1 wireless 9-1-1 to the service providers for their county, and;*
 - (B) *Have a primary PSAP capable of receiving and utilizing the requested data elements within the required six-month implementation time frame, and;*
 - (C) *Notify ETSC, in writing, of that request.*

This information was disseminated to all County Board of Commission Chairs and PSAP directors by letter dated March 1, 2001.

The ETSC Recertification Subcommittee met on March 16, 2001, and determined that only 32 of Michigan's 83 counties were in compliance with the FCC wireless emergency service order and P.A. 32 of 1986, as amended. The ETSC worked with the Michigan Chapter of the National Emergency Number Association (NENA), the Michigan Communications Directors Association (MCDA), the Association of Public Safety Communications Officials (APCO), and the Ameritech Users Group (AMUG) to sponsor a Critical Issues Forum for county and PSAP officials. The purpose of this forum was to provide information to counties on the steps necessary for them to take to be eligible for second-year wireless funds. Experts from Michigan joined with experts at the national level to present the most current information about wireless E9-1-1 implementation and respond to questions.

The Forum was held on March 28, 2001, free of charge, and approximately 300 people attended. Each attendee was provided an extensive packet of reference materials. A copy of the agenda and listing of handouts is contained in Appendix 8 (pages 24-27).

The success of this forum was realized on May 22, 2001, when the Emergency Telephone Service Committee voted to certify all 83 Michigan counties to be in compliance with the FCC wireless emergency service order and Michigan P.A. 32 of 1986, as amended, and eligible to receive second-year wireless E9-1-1 funds.

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DISPATCHER TRAINING

Section 409 (1) (d) of Act 78 of 1999 provides that \$.005 of the surcharge collected for each CRMS connection be distributed to primary public safety answering points (PSAPs) for the basic and in-service training of PSAP personnel. The Act also requires the funds be spent on training that is approved by the Michigan Commission on Law Enforcement Standards (MCOLES).

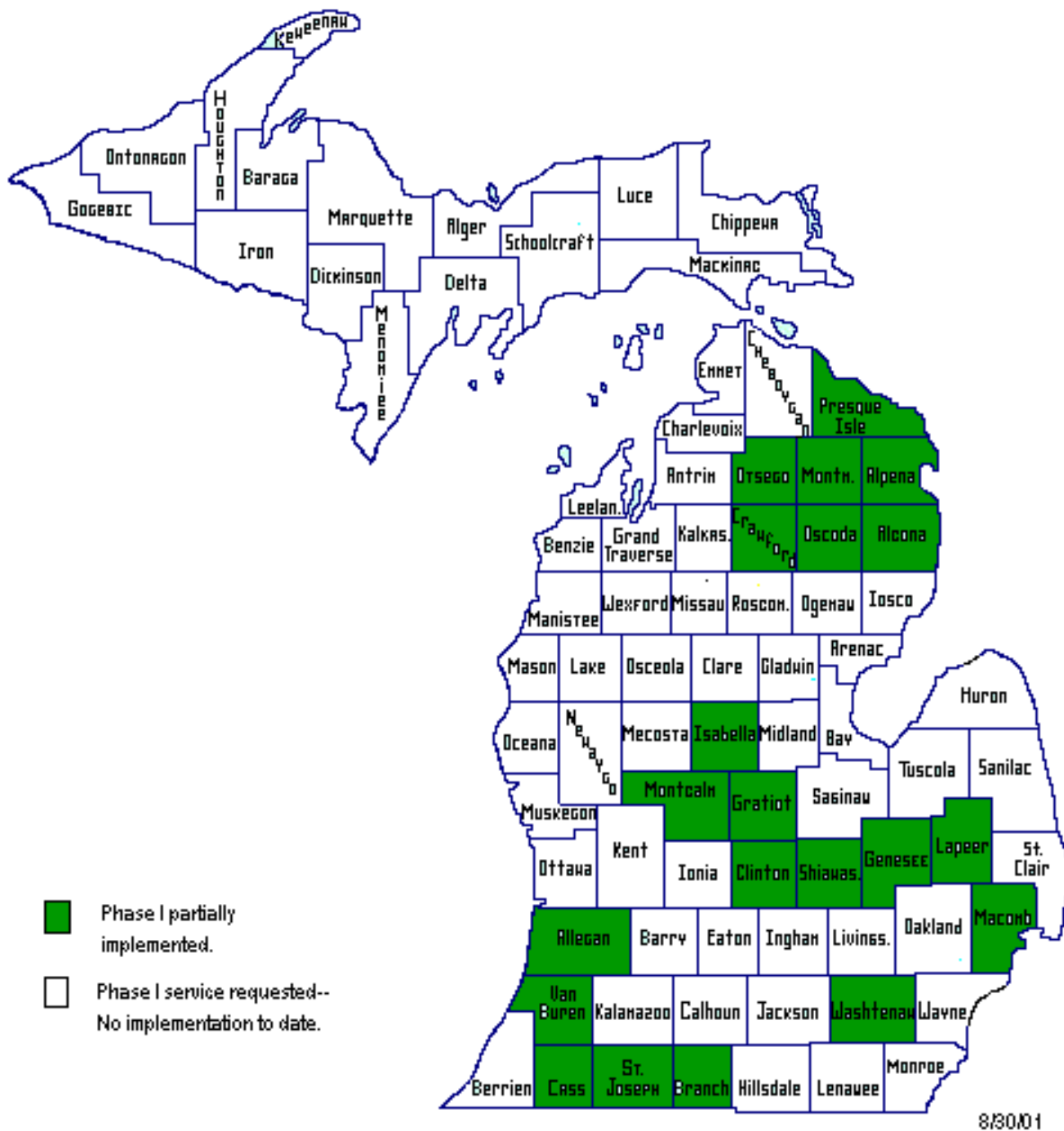
To implement this provision, the MCOLES has actively cooperated with the ETSC to facilitate the requirements of the Act. A representative from MCOLES is a member of the ETSC Dispatcher Training Subcommittee and has assisted with the design of the system for registering PSAPs and determining the population of eligible PSAP personnel. The initial registration of PSAPs was conducted during the year.

As the designated agency that must approve training courses to be used in the funded program, the MCOLES has worked with the Dispatcher Training Subcommittee to integrate the dispatcher training program into the in-service training approval process used by MCOLES for law enforcement. In this case the requests for approval are processed by MCOLES, but the subject matter expertise of the subcommittee members is used to review the content of the programs before approval is granted to training vendors. Registration forms and information are posted on the ETSC pages of the State Police web site.

The first PSAP training fund payment will be made in August 2001. Approximately \$421,000 will be disbursed. The next disbursement will occur in December 2001, and is estimated to be about \$700,000.

The first application process resulted in a final FTE (full time employee) count of 1,814. The \$421,009 in available training funds was divided by the number of eligible FTEs to arrive at a dollar figure of \$232 per FTE.

Map of Phase I Implementation by County



8/30/01

Distribution of Wireless Funds as of 8/7/01

FUND	RECEIPTS	DISBURSEMENTS	BALANCE
CMRS	\$15,144,199.52	395,016.12	14,749,183.40 ¹
COUNTY	5,909,898.07	5,286,204.00	623,694.07
COUNTY/POP	8,881,252.13	7,943,199.00	938,053.13
TRAINING	923,899.80	0	923,899.80 ²
MSP	1,784,231.88	0	1,784,231.88 ³
TOTALS	\$32,643,481.40	\$13,624,419.12	\$19,019,062.28

¹Reimbursements recently began to CMRS suppliers. As CMRS suppliers implement Phase I and II, invoices will be submitted and these funds will be depleted.

²The first disbursement from the Training Fund will be made in August 2001. Disbursement was delayed while the PSAP registration, payment, and course approval process was being finalized. Disbursements will be made semi-annually.

³MSP \$.03 fund sunset effective 6/29/01. The Michigan State Police is in the process of developing an RFP (request for proposal) to contract with a vendor to assist in prioritizing 9-1-1 coverage issues for the state. Once this prioritized list is finalized, it will be presented to the Legislature for approval.

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Distribution of Wireless Funds to Counties**

COUNTY	DISTRIBUTION
Alcona	72,941
Alger	71,866
Allegan	142,655
Alpena	90,177
Antrim	80,152
Arenac	77,070
Baraga	70,992
Barry	107,370
Bay	158,646
Benzie	74,947
Berrien	201,036
Branch	99,834
Calhoun	179,626
Cass	106,277
Charlevoix	82,896
Cheboygan	82,889
Chippewa	93,949
Clare	86,050
Clinton	114,031
Crawford	74,786
Delta	96,260
Dickinson	86,971
Eaton	144,142
Emmet	86,136
Genesee	429,599
Gladwin	83,202
Gogebic	31,235
Grand Traverse	120,211
Gratiot	97,581
Hillsdale	101,328
Houghton	94,263
Huron	93,908
Ingham	302,740
Ionia	112,284
Iosco	89,414
Iron	75,318
Isabella	111,483
Jackson	192,091
Kalamazoo	255,280
Kalkaska	75,959
Kent	497,147
Keweenaw	65,670

COUNTY	DISTRIBUTION
Lake	71,756
Lapeer	129,076
Leelanau	78,708
Lenawee	142,554
Livingston	167,062
Luce	69,190
Mackinac	73,353
Macomb	680,487
Manistee	82,565
Marquette	123,485
Mason	86,121
Mecosta	96,156
Menominee	85,323
Midland	129,121
Missaukee	74,728
Monroe	178,835
Montcalm	110,094
Montmorency	71,893
Muskegon	200,212
Newaygo	97,681
Oakland	995,527
Oceana	83,711
Ogemaw	80,340
Ontonagon	71,537
Osceola	81,592
Oscoda	70,989
Otsego	80,008
Ottawa	229,276
Presque Isle	75,883
Roscommon	81,591
Saginaw	243,533
Sanilac	121,029
Schoolcraft	82,035
Shiawassee	117,158
St. Clair	160,540
St. Joseph	116,807
Tuscola	111,515
Van Buren	124,263
Washtenaw	308,675
Wayne	1,847,599
Wexford	86,983
TOTAL	13,229,403

as of 8/7/01

BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE ALLOWABLE OR
DISALLOWABLE (as approved by the ETSC on 9/6/2000):

**ALLOWABLE WIRELESS 9-1-1 SURCHARGE
EXPENDITURES**

Personnel Costs directly attributable to the delivery of 9-1-1 service (i.e.; directors, supervisors, dispatchers, call-takers, technical staff, support staff):

Salaries MSAG Coordination Uniforms
Fringe Benefits Addressing/Database EAP

Note: If 9-1-1 staff serves dual functions (i.e.; a director who is also in charge of Emergency Management, a dispatcher who is also a police officer) then only those portions of personnel costs attributable to their 9-1-1 functions should be allowable.

Facility Costs of the dispatch center directly attributable to the delivery of 9-1-1 service:

Capital improvements for construction, remodeling,
or expansion of dispatch center
Electrical/Heat/AC/Water
Fire Suppression System
Cleaning, Maintenance, Trash Removal
Telephone
Generator/UPS and Grounding
Insurance
Office Supplies
Printing and copying
Furniture

Note: If a shared facility, only those portions of facility costs attributable to the 9-1-1 functions should be allowable.

Training and Memberships directly related to 9-1-1 service:

On the job training
Vendor provided training
Conferences
Travel and lodging as necessary
Membership in associations (APCO, NENA, etc.)

**DISALLOWED WIRELESS 9-1-1 SURCHARGE
EXPENDITURES**

Personnel Costs of law enforcement, fire, and EMS responders, Emergency Management staff, shared support or technical staff, except for portions of time directly functioning as 9-1-1 allowable staff.

Facility Costs of law enforcement, fire, EMS, Emergency Management, or other municipal facilities, except for that portion housing the 9-1-1 center or back up center, or leased to the 9-1-1 center for allowable training or meeting facilities.

Capital costs and furnishing for facilities for which the primary purpose is other than 9-1-1 (i.e.; a conference room used primarily for the City Council but occasionally leased/loaned to the 9-1-1 center for meetings).

Training for staff not involved directly in the delivery of 9-1-1 service, or for any staff for courses not directly attributable to 9-1-1 or dispatching services.

Memberships for staff not involved directly in the delivery of 9-1-1 service, or for associations with a primary purpose other than public safety communications (i.e.; sheriff's associations, police or fire chief associations, etc.)

ALLOWABLE WIRELESS 9-1-1 SURCHARGE EXPENDITURES

Hardware, software, connectivity and peripherals directly attributable to the delivery of 9-1-1 service:

Customer Premise Equipment
Remote CPE Hardware/Modems
Computer-Aided Dispatch
Radio system (consoles, infrastructure, field equipment)
LEIN costs for dispatch purposes
Paging System, pagers and related costs
Voice logging equipment
Mobile Data Systems
GIS/Mapping Systems/AVL Systems
Alarms/Security Systems
Connectivity for any of above
Maintenance and service agreements of above
Software licensing of above
Associated database costs

Vehicle costs (staff vehicle, pool car, mileage reimbursement, fuel, etc.) directly attributable to the delivery of 9-1-1 service:

Travel for meetings, training, conferences
Travel for MSAG verification and testing
Travel for 9-1-1 Public Education purposes

Professional Services

Attorneys	Consultants	Insurance
Architects	Auditor	

Public Information/Education Expenses

DISALLOWED WIRELESS 9-1-1 SURCHARGE EXPENDITURES

Hardware, software, connectivity and peripherals not attributable to the delivery of 9-1-1 service:

Law Enforcement Record Management Systems
Fire Records Management Systems
EMS Records Management Systems
Jail Records Management Systems
LEIN costs for non-9-1-1 functions (e.g., Records Unit)
Word processing, databases, etc. not directly attributable to 9-1-1 service
GIS not directly related to the delivery of 9-1-1 service
Court Information Systems
Connectivity for any of above
Maintenance and service agreements for any of above
Software licensing of any of above

Vehicle costs (fleet vehicle, pool car, mileage reimbursement, etc.) for law enforcement, fire, or EMS responders, such as patrol cars, fire apparatus, ambulances, etc.

Professional Services not directly attributable to the delivery of 9-1-1 service.

Public Information not directly attributable to the delivery of 9-1-1 service.

Wireless Call Statistics

As reported by the County

Alpena County

Wireless calls constitute 50% of all 9-1-1 calls received.

Clinton County

2001 year to date 74% of emergency calls are from wireless.

CCE Central Dispatch Authority—covering Charlevoix, Cheboygan, and Emmet Counties

Unable to determine exact percentage of wireless calls, but conservatively estimate the number to be 30% of calls to 9-1-1.

Delta County

City of Escanaba estimates between 20% and 30% of all E9-1-1 calls received are from wireless.

Eaton County

Wireless 9-1-1 calls exceed 50% of total 9-1-1 calls.

Hillsdale County

A spot check of wireless call volume in 1998 indicated 8% of the county's 9-1-1 calls were from wireless telephones. A check during a two-month period in 2001 indicates that 13% of the total 9-1-1 calls come from wireless phones.

Ionia County

55% of 9-1-1 calls are from wireless phones.

Livingston County

Wireless call volume is up to 54% per month.

Mason/Oceana County

Nearly 40% of calls are from wireless phones.

Meceola Central Dispatch (Mecosta & Osceola Counties)

Wireless calls have increased to almost 40% in this area; in some they are well over 50% of the calls received.

Midland County

Wireless calls increased from 10,060 in 1998 to 23,667 in 2000. For the first five months of 2001, the center averaged 1,067 calls per month, nearly a 25% increase over 2000. In 1998, approximately 15% of seven-digit calls to 9-1-1 were from wireless phones; by 2000 this number had increased to 40%.

Muskegon County

Approximately 35% of the 9-1-1 calls into this dispatch center are from wireless devices.

Oakland County

Wireless 9-1-1 calls in Oakland County are presently divided between the Oakland County Sheriff's Department and the Michigan State Police Metro Dispatch. The division of responsibility is along a line at approximately M-59, with the Sheriff's Department answering calls from the rural northern half of the County, and MSP answering calls from the more densely populated southern half.

In the northern half, the Sheriff's Department answered 109,302 wireless 9-1-1 calls in 2000. This constitutes approximately 74% of their total 9-1-1 calls. This number was a 35% increase in wireless calls over the number answered in 1999, so the number of wireless 9-1-1 calls in Oakland County is increasing exponentially. However, the PSAPs overall are experiencing only a slight decrease in the number of wireline 9-1-1 calls.

Saginaw County

Year	911 Calls Received	% Percent	7-Digit Received	% Percent	Adandon 7-Digit Received	% Percent	Total Calls
2001 avg	139,202	-3.70	231,226	9.9	13,554	26.3	370,428
2000	144,548	-4.24	210,414	8.5	10,729	10.3	354,962
1999	150,942	-9.81	193,861	9.2	9,725	22.2	344,803
1998	167,358	1.22	177,579	2.2	7,960	21.8	344,937
1997	165,348	-7.03	173,684	0.3	6,537	11.2	339,032
1996	177,844		173,182		5,879		351,026

Sanilac County

County is experiencing a slight decrease in the number of wireline phones—estimated decrease of 1.5% over the past year.

Shiawassee County

Spot check of 9-1-1 calls indicates wireless makes up approximately 25% of all 9-1-1 calls for service. Experiencing a dramatic increase in wireless 9-1-1 calls. Two or three dispatchers staff the center; when a serious accident occurs on Interstate I-69 in Shiawassee County, they have received as many as 64 wireless calls reporting the one incident. They have had to designate one call taker to answer wireless calls, which at times leaves one dispatcher to handle sending EMS, police, and fire to the call. Believe present wireless surcharge is very inadequate considering that wireline callers are paying \$2.00. They now comprise 75% of total 9-1-1 calls and the number is dropping every month.

Wayne County—Conference of Western Wayne (CWW)

MSP Metro Dispatch currently handles all of the CWW wireless 9-1-1 calls. Neither MSP nor the CMRS suppliers have the ability to identify the volume of wireless calls per PSAP. CWW received over 225,000 wireline 9-1-1 calls in 2000.

Wayne County--Detroit Emergency Telephone District (DETD)

The City of Detroit Police Department, Communications Operations Section, received approximately 1.6 million telephone calls each year into their E9-1-1 center. From this number, approximately 600,000 calls for service (police runs) are generated each year. Presently, the Communications Operations Section is budgeted for 100 call-takers and 9 supervisors who handle the incoming 9-1-1 calls for police, fire, and emergency medical services, as well as 60 police dispatchers and 10 sworn supervisors who dispatch the requests for police service. Michigan State Police Metro Dispatch currently handles all of the DETD wireless 9-1-1 calls. At this time, DPD does not have the ability to identify the volume of wireless 9-1-1 calls received from MSP.

Michigan State Police Metro Dispatch

A recent survey at MSP Metro Dispatch indicates the Center receives over 170,000 calls per month. It is estimated that about 30% of these calls are dropped or “ghost” calls which dispatchers still must answer. Factoring out a 30% dropped call rate equates to approximately 120,000 calls per month for service (transfer or dispatch).

Census Comparison 1990 to 2000

COUNTY	POPULATION		POPULATION CHANGE, 1990--2000	
	2000	1990	NUMBER	PERCENT
Alcona	11,719	10,145	1,574	15.5
Alger	9,862	8,972	890	9.9
Allegan	105,665	90,509	15,156	16.7
Alpena	31,314	30,605	709	2.3
Antrim	23,110	18,185	4,925	27.1
Arenac	17,269	14,931	2,338	15.7
Baraga	8,746	7,954	792	10.0
Barry	56,755	50,057	6,698	13.4
Bay	110,157	111,723	-1,566	-1.4
Benzie	15,998	12,200	3,798	31.1
Berrien	162,453	161,378	1,075	0.7
Branch	45,787	41,502	4,285	10.3
Calhoun	137,985	135,982	2,003	1.5
Cass	51,104	49,477	1,627	3.3
Charlevoix	26,090	21,468	4,622	21.5
Cheboygan	26,448	21,398	5,050	23.6
Chippewa	38,543	34,604	3,939	11.4
Clare	31,252	24,952	6,300	25.2
Clinton	64,753	57,883	6,872	11.9
Crawford	14,273	12,260	2,013	16.4
Delta	38,520	37,780	740	2.0
Dickinson	27,472	26,831	641	2.4
Eaton	103,655	92,879	10,776	11.6
Emmet	31,437	25,040	6,397	25.5
Genesee	436,141	430,459	5,682	1.3
Gladwin	26,023	21,896	4,127	18.8
Gogebic	17,370	18,052	-681	-3.8
Grand Traverse	77,654	64,273	13,381	20.8
Gratiot	42,285	38,982	3,303	8.5
Hillsdale	46,527	43,431	3,096	7.1
Houghton	36,016	35,446	570	1.6
Huron	36,079	34,951	1,128	3.2
Ingham	279,320	281,912	-2,592	-0.9
Ionia	61,518	57,024	4,494	7.9
Iosco	27,339	30,209	-2,870	-9.5
Iron	13,138	13,175	-37	-0.3
Isabella	63,351	54,624	8,727	16.0
Jackson	158,422	149,756	8,666	5.8
Kalamazoo	238,603	223,411	15,192	6.8
Kalkaska	16,571	13,497	3,074	22.8
Kent	574,335	500,631	73,704	14.7
Keweenaw	2,301	1,701	600	35.3
Lake	11,333	8,583	2,750	32.0
Lapeer	87,904	74,768	13,136	17.6
Leelanau	21,119	16,527	4,592	27.8
Lenawee	98,890	91,476	7,414	8.1
Livingston	156,951	115,645	41,306	35.7
Luce	7,024	5,763	1,261	21.9
Mackinac	11,943	10,674	1,269	11.9
Macomb	788,149	717,400	70,750	9.9
Manistee	24,527	21,265	3,262	15.3
Marquette	64,634	70,887	-6,253	-8.8
Mason	28,274	25,537	2,737	10.7
Mecosta	40,553	37,308	3,245	8.7

COUNTY	POPULATION		POPULATION CHANGE, 1990--2000	
	2000	1990	NUMBER	PERCENT
Menominee	25,326	24,920	406	1.6
Midland	82,874	75,651	7,223	9.5
Missaukee	14,478	12,147	2,331	19.2
Monroe	145,945	133,600	12,345	9.2
Montcalm	61,266	53,059	8,207	15.5
Montmorency	10,315	8,936	1,379	15.4
Muskegon	170,200	158,983	11,217	7.1
Newaygo	47,874	38,202	9,672	25.3
Oakland	1,194,156	1,083,592	110,565	10.2
Oceana	26,873	22,454	4,419	19.7
Ogemaw	21,645	18,681	2,964	15.9
Ontonagon	7,818	8,854	-1,036	-11.7
Osceola	23,197	20,146	3,051	15.1
Oscoda	9,418	7,842	1,576	20.1
Otsego	23,301	17,957	5,344	29.8
Ottawa	238,314	187,768	50,546	26.9
Presque Isle	14,411	13,743	668	4.9
Roscommon	25,469	19,776	5,693	28.8
Saginaw	210,039	211,946	-1,907	-0.9
St. Clair	164,235	145,607	18,629	12.8
St. Joseph	62,422	58,913	3,509	6.0
Sanilac	44,547	39,928	4,619	11.6
Schoolcraft	8,903	8,302	601	7.2
Shiawassee	71,687	69,770	1,917	2.7
Tuscola	58,266	55,498	2,768	5.0
Van Buren	76,263	70,060	6,203	8.9
Washtenaw	322,895	282,937	39,958	14.1
Wayne	2,061,162	2,111,687	-50,525	-2.4
Wexford	30,484	26,360	4,124	15.6

State 9-1-1 Surcharge Overview

State	Wireline Surcharge (Average or Maximum)	Wireless Surcharge
Alabama	\$2.00	\$0.70
Alaska	\$0.75	\$0.50 - \$0.75
Arizona	\$0.17(r), \$0.40(b) – Average	\$0.37
Arkansas	\$1.00 (% Based)	\$0.50
California	0.72% of Access	.72% Access
Colorado	\$0.70	\$0.70
Connecticut	\$0.25	\$0.39
Delaware	\$0.50	None
District of Columbia	None	\$0.56
Florida	\$0.50	\$0.50
Georgia	\$1.50	\$1.00
Hawaii	\$0.27	None
Idaho	\$1.00	None
Illinois	\$1.00	\$0.75
Indiana	\$0.80 (% Based)	\$0.65
Iowa	\$0.25 to \$1.00 Avg./\$2.50 Max.	\$0.50
Kansas	\$0.75	None
Kentucky	\$0.25	\$0.70
Louisiana	\$1.20 (Tariff)	\$1.00(r), \$2.00(b)
Maine	\$0.58	\$0.58
Maryland	\$0.60	\$0.60
Massachusetts	Funded by 411 \$\$	Funded by 411 \$\$
Michigan	\$1.60 (% Based)	\$0.52
Minnesota	\$0.30	\$0.27
Mississippi	\$1.25	\$1.00
Missouri	\$0.75	\$0.50
Montana	\$0.50	\$0.50
Nebraska	\$0.80	\$0.50
Nevada	Tax Based	\$0.25 in Washoe County
New Hampshire	\$0.42	\$0.42
New Jersey	General Fund	Legislative Appropriations
New Mexico	\$0.51	\$0.51
New York	\$0.35	\$0.70
North Carolina	Tax Based	\$0.80
North Dakota	\$1.00	None*
Ohio	\$0.50	None
Oklahoma	3%	\$0.50
Oregon	\$0.75	\$0.75
Pennsylvania	\$1.25	County Cost Recovery
Rhode Island	\$0.47	\$0.47
South Carolina	\$0.75	\$0.55
South Dakota	\$0.75	\$0.75
Tennessee	\$0.65(r), \$2.00(b) – Maximum	\$1.00
Texas	\$0.50	\$0.50
Utah	\$0.53 – Maximum	\$0.53 – Maximum
Vermont	USF	USF
Virginia	Local Tax	\$0.75
Washington	\$0.20; Local Tax \$0.50	\$0.25
West Virginia	\$1.50	\$0.94
Wisconsin	Local Levy \$0.25–\$1.00	None
Wyoming	Local Charge \$0.50	None

Prepared by Intrado, Government Affairs Department as of 7/10/01

*North Dakota recently authorized counties and cities to impose an enhanced 911 service fee on telephone exchange access service providers and wireless service providers. The fee, which previously was imposed only on telephone companies, remains unchanged at an amount not to exceed \$1 per month per telephone or wireless access line. (S.B. 2067, Laws 2001, effective August 1, 2001).

Michigan Wireless 9-1-1 Implementation Seminar

**Wednesday, March 28, 2001
8:00 AM to 5:00 PM**

Sponsored by:

**NENA
AMUG
ETSC**

Supported by:

**APCO
MCDA**

Questions??

Contact	E-mail	Telephone
Mr. Paul Rogers	progers@co.eaton.mi.us	313-543-7500 (358)
Ms. Suzan Hensel	sbhensel@voyager.net	517-839-6464
Mr. Michael Sexton	msexton@ameritech.net	313-983-8849
Ms. Linda Cwiek	cwiekl@state.mi.us	517-336-6163

NENA:	www.nena9-1-1.org/michigan
ETSC:	www.msp.state.mi.us/division/MI911/index.htm
APCO:	www.apcointl.org
MCDA:	www.mcda911.org
MPSC:	www.cis.state.mi.us/mpsc

Michigan Wireless 9-1-1 Implementation Seminar March 28, 2001

Michigan Wireless 9-1-1:

08:00 – 08:10	Welcome and Introductions	Mike Sexton (President, MI NENA)
08:10 – 08:20	FCC Order 94 –102	Norm Forshee (President, National NENA)
08:20 – 08:30	Michigan's 3 Cent Fund	Lt. Col. Steve Madden (Chair, ETSC)
08:30 – 08:40	Public Act 32 as Amended	Paul Rogers (Vice Chair, ETSC)
08:40 – 08:50	9-1-1 Plans & Amendments	Paul Rogers
08:50 – 09:00	Requesting Wireless 9-1-1	Paul Rogers
09:00 – 09:10	Second Year Recertification	Paul Rogers Suzan Hensel (ETSC, APCO rep)
09:10 – 09:20	Wireless Funds	Suzan Hensel
09:20 – 09:30	Wireless 9-1-1 Training Fund	Suzan Hensel
09:30 – 09:40	Accounting/Auditing	Ernest Hodgers (Dept. of Treasury)
09:40 – 09:50	Non Disclosure Agreements	Scott Temple (ETSC, CMRS Rep.)
09:50 – 10:00	Contracts with Wireless Carriers	Patricia Coates (Oakland County CLEMIS)
10:00 – 10:10	Break	

Michigan Wireless 9-1-1 Implementation Seminar

NENA Technical Overview of Wireless:

10:10 – 10:30	NENA Perspective Overview	Norm Forshee (President, National NENA)
10:30 – 11:00	Wireless E 9-1-1 Technology Solutions	Roger Hixson (National NENA-- Wireless Committee Vice Chair)
11:00 – 12:00	Planning for Implementation Wireless Carriers and 3 rd Party Vendors General Discussion CPE and Mapping Issues	Bob Currier (Intrado) All Speakers Bob White (Co-Chair, NENA GIS Study Group)
12:00 – 12:45	Working Lunch PSAP Planning & Operational Issues General Q & A	Norm Forshee
12:45 – 01:15	NENA Wireless Checklist	Norm Forshee Roger Hixson
01:15 - 02:30	9-1-1 Service System Provider Perspectives Verizon Ameritech	Maureen Napolitano (Director, Wireless Implementation) Roger Hixson
02:30 – 02:45	Break	
02:45 – 04:30	Panel Discussion of Experiences Q&A	All Speakers
4:30	Closing Remarks	

**Michigan
Wireless 9-1-1 Implementation Seminar
March 28, 2001**

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Recommendations for Use of Wireless E9-1-1 \$.03 Priority Fund
Public Acts 78, 79, 80, and 81 of 1999
9-1-1 Plans & Amendments
9-1-1 Plans—Administrative Findings
Requesting Wireless 9-1-1 Implementation
PSAP Fact Sheet for Wireless 9-1-1 Implementation
Sample Phase I Wireless E9-1-1 Request Letter
Michigan Wireless Company Contacts
Eligibility for Wireless 9-1-1 Funding
FCC 96-264 Excerpt, CC Docket No. 94-102
Second Year Certification Requirements Letter
Sample Second Year Request for CMRS Emergency Telephone Funds
Nondisclosure Agreement Template
Model Phase I E9-1-1 Service Agreement
Treasury Fourth Quarter Distribution of Funds
Michigan 9-1-1 Laws
Allowable/Disallowable Wireless 9-1-1 Expenditures
Treasury Letter Number 6-96
Treasury Letter Number 2000-7
Allowable/Disallowable Expenditures Summary

PACKET 2: NENA TECHNICAL OVERVIEW OF WIRELESS

Assessing the PSAP, Norm Forshee
Wireless E9-1-1 Technologies, Roger Hixson
Michigan Wireless E9-1-1 CIF Forum, Maureen Napolitano
Wireless Planning Meeting, Kathy Cerrati
PSAP Responsibilities (Verizon)
Wireless E9-1-1 Implementation Activity Timetable Guideline
Wireless 9-1-1 Phase 1, Roger Hixson
GIS for Wireless, Bob White
The Value Added Vendor Role, Bob Currier

STATE OF MICHIGAN



JOHN ENGLER, Governor
EMERGENCY TELEPHONE SERVICE COMMITTEE
714 South Harrison Road, East Lansing, Michigan 48823

May 10, 2001

To: County Board of Commissioners and County 9-1-1 Coordinators

P.A. 32 of 1986, as amended (also known as the emergency telephone service enabling act) provides a cost recovery mechanism for implementation of wireless E9 1-1 service within our state. Each CMRS provider is required to include a service charge of \$.55 per month for each CMRS connection that has a billing address in Michigan.

P.A. 32 also requires the Emergency Telephone Service Committee to conduct and complete a cost study and make a report on the CMRS wireless E9-1-1 service charge by August 30 of each year. This report must include:

- The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and the emergency telephone service enabling act.
- The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and the emergency telephone service enabling act.
- A recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and the emergency telephone service enabling act. If you recommend a change be made in the service charge amount, specific documentation must be provided in support of your position.
- A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act. For purposes of this requirement, a copy of your county's most recent audit report containing a description of these expenditures will suffice.

We ask that you forward to us by **Friday, June 22, 2001**, all relevant information regarding the above four items as they pertain to your county.

If you have any questions regarding this request, please contact Ms. Linda Cwiek at (517) 336-6163.

Sincerely,

STEPHEN D. MADDEN, LT. COLONEL
Chair, Emergency Telephone Service Committee
Deputy Director, Michigan State Police

pc: PSAP Directors

STATE OF MICHIGAN



JOHN ENGLER, Governor
EMERGENCY TELEPHONE SERVICE COMMITTEE
714 South Harrison Road, East Lansing, Michigan 48823

May 10, 2001

Dear Commercial Mobile Radio Service Provider:

P.A. 32 of 1986, as amended (also known as the emergency telephone service enabling act) provides a cost recovery mechanism for implementation of wireless E9 1-1 service within our state. Each CMRS provider is required to include a service charge of \$.55 per month for each CMRS connection that has a billing address in Michigan.

P.A. 32 also requires the Emergency Telephone Service Committee to conduct and complete a cost study and make a report on the CMRS wireless E9-1-1 service charge by August 30 of each year. This report must include:

- The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and the emergency telephone service enabling act.
- The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and the emergency telephone service enabling act.
- A recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and the emergency telephone service enabling act. If you recommend a change be made in the service charge amount, specific documentation must be provided in support of your position.
- A description of any commercial applications developed as a result of implementing this act.

Our records indicate that your company is licensed by the FCC to provide wireless service within the State of Michigan. As such, we ask that you forward to us by **Friday, June 22, 2001**, any relevant information regarding the above four items as they pertain to your company.

If you have any questions regarding this request, please contact Ms. Linda Cwiek at (517) 336-6163.

Sincerely,

STEPHEN D. MADDEN, LT. COLONEL
Chair, Emergency Telephone Service Committee
Deputy Director, Michigan State Police

STATE OF MICHIGAN



JOHN ENGLER, Governor
EMERGENCY TELEPHONE SERVICE COMMITTEE
714 South Harrison Road, East Lansing, Michigan 48823

June 28, 2001

To: County Board of Commissioners and County 9-1-1 Coordinator

P.A. 32 of 1986, as amended, requires the Emergency Telephone Service Committee (ETSC) to conduct and complete a cost study and make a report to the Legislature on the status of wireless E9-1-1 implementation in Michigan by August 30 of each year.

On May 10, 2001, the attached letter was sent to all county boards of commissioners and county 9-1-1 coordinators requesting the information needed to complete this report be provided to the ETSC by June 22, 2001. To date, we have not received a reply from your county.

We ask that you forward to us by **Wednesday, July 11, 2001**, all relevant information regarding the four items listed in the letter as they pertain to your county.

If you have any questions regarding this request, please contact my office at (517) 336-6163.

Sincerely,

STEPHEN D. MADDEN, LT. COLONEL
Chair, Emergency Telephone Service Committee
Deputy Director, Michigan State Police

pc: PSAP Directors
2001ARcoltr-followup.doc

**Emergency Telephone Service Committee
2001 Report to the Michigan Legislature**

COUNTY INFORMATION

The information contained in this Appendix was compiled from reports submitted by each county to the Emergency Telephone Service Committee. In many cases, county financial information was supplied from the last audit conducted by the county. The "reported as of" date next to each county name indicates that the financial information provided by the county is current through that date.

"Receipts as of 8/15/01" data was obtained from ETSC and Department of Treasury records and reflects funds distributed through the July 2001 quarterly payment.

"Wireless Costs Incurred" reflects the total costs incurred by the county for wireless implementation. This figure may include debts that have been incurred but not yet paid or funds other than wireless that have been used to pay for wireless implementation.

"Wireless Expenditures" reflects the total amount of wireless surcharge funds expended as of the "reported as of" date.

ALCONA COUNTY—reported as of 6/15/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$72,941	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/Phase I implemented by one CMRS supplier
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Comments:	The Alcona County 9-1-1 Center is banking its wireless funds in anticipation of a major expenditure of funds once the 9-1-1 Center and Sheriff's Department separate. Plans call for the use of funds for implementation of Phase I and II wireless, which may include purchase of upgraded audio recording equipment, upgraded computer systems including terminals, video displays and required accessories, maintenance and service agreements, GIS/mapping systems, voice logging equipment, and expenditure of capital improvements for construction or remodeling of a building to house the 9-1-1 dispatch center.
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ALGER COUNTY---reported as of 4/30/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$71,866	\$208	\$208

Surcharge Recommendation:	none
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Phase I Status:	Requested/in process
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Comments:	Only expense incurred to date has been travel expenses for Sheriff.
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ALLEGAN COUNTY—reported as of 7/9/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$142,655	0	0

Surcharge Recommendation:	None
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Phase I Status:	Requested/Phase I service being provided by one CMRS supplier.
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Comments:	<p>Non-use of wireless funds to date is not an indicator of Allegan County having no need of these funds. The full amount of funding was not known at the time the county's 2001 budget was developed. As a result, wireless funds were set aside for expenses the Central Dispatch will incur as Phase I and II progress. Current 2001 operating budget has carried the burden of wireless 9-1-1 Phase I implementation and current wireless 9-1-1 call taking/dispatching. Allegan County plans to use the funds in 2002 in a manner that will be essential to the continuing progress of its wireless 9-1-1 implementation.</p> <p>It is Allegan County's intent to bring up Phase II in a manner that will integrate wireless 9-1-1 information into its CAD and future mapping system. Wireless funds will play an essential role in 2002 in securing a new technical staff position that will be responsible for wireless MSAG, mapping and wireless ANI/ALI system integration. In addition to this technical position, these funds will be the basis to secure additional telecommunicator staff in 2002 to field the increasing volume of wireless 9-1-1 calls being received. Also, while the costs of the software and hardware system required for Phase II integration are not known, wireless funds would be used towards these purchases.</p>
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ALPENA COUNTY---reported as of June 2001

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$90,177	\$35,401	\$35,401

Surcharge Recommendation:	none
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Phase I Status:	Requested/Phase I implemented with two CMRS suppliers
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Comments:	<p>Paid wages/benefits of GIS/MSAG coordinators in 2001. Paid for some GIS equipment in 2001. Expect to continue to pay wages/benefits of GIS coordinator as it is directly related to Phase II implementation. Will also be adding a third console position and expect to relocate dispatch center to a new facility. Wireless calls constitute 50% of all 9-1-1 calls received.</p>
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ANTRIM COUNTY---reported as of 7/18/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$80,152	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/have been contacted by only one CMRS supplier
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Comments:	<p>Holding wireless funds for implementation of Phase II. Anticipate spending in excess of \$50,000 between now and end of 2002 for Phase II equipment.</p>
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ARENAC COUNTY—reported as of 6/15/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$77,070	\$12,342	\$400

Surcharge Recommendation:	None
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Phase I Status:	Requested
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Comments:	<p>Attorney fees \$ 400 (paid)</p> <p>Proctor ANI Controller Upgrade 11,942 (estimate/installed/bill pending)</p> <p>Voice logging equipment 21,400 (estimate/selection pending)</p>
	<p>Arenac County is in the process of selecting new voice logging equipment and has narrowed the search down to two systems. Installation is anticipated within the next couple of months. Estimates are between \$15,790 and \$21,400. First-year maintenance is free; beginning with the second year, annual maintenance costs will be between \$2,368 and \$2,565, depending on which system is selected.</p> <p>An additional anticipated cost not included in the above calculation is mileage expenses for the dispatch director to attend MCDA, APCO, and NENA related meetings, as well as MSAG verification. Estimated cost for this may be \$500 or higher.</p> <p>Without wireless funds, Arenac County would be unable to do many of the upgrades and preparation to implement and receive wireless calls for emergency service. They are also in the planning stages of a new dispatch center. Between that and equipment needs, Arenac County needs all the wireless funds it is allotted.</p>

BARAGA COUNTY---reported as of 7/20/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$70,992	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/in process.
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Comments:	<p>With the defeat of the 911-ballot proposal during the general election held in November 2000, the only funding source available to implement a 9-1-1 project for Baraga County is the wireless surcharge. Prior to the defeat of the ballot proposal, a vendor had been selected to complete an addressing project and MSAG for the county. The estimated cost of completing the addressing project is \$65,000.</p> <p>On June 11, 2001, the Baraga County Board of Commissioners approved a motion to proceed with the addressing project funded with wireless monies. This will lay the groundwork needed to move a 9-1-1 project forward when approved by the voters. The County Board of Commissioners has not rendered a decision as to when another ballot proposal requesting the necessary operational surcharge to fully implement 9-1-1 service will take place.</p>
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BARRY COUNTY—reported as of 6/15/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$107,370	\$27,113	\$27,113

Surcharge Recommendation:	None
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Phase I Status:	Requested/in process; three non-disclosure agreements signed.
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Comments:	Expenditures include salaries/fringes, capital, uniforms, travel, telephone, utilities, and miscellaneous.
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BAY COUNTY—reported as of 12/31/2000

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$158,646	\$96,454	\$96,454

Surcharge Recommendation:	None
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Phase I Status:	Requested/equipment ready; county corporate counsel is reviewing non-disclosure agreements; CMRS suppliers ready to deploy once non-disclosure agreements are signed.
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Comments:	Bay County used wireless revenue to offset personal services for dispatching activity. In the year 2000, that covered the cost of approximately 2.4 FTEs of a dispatcher's wage and fringe.
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BENZIE COUNTY—reported as of 6/2001

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$74,947		\$63,577

Surcharge Recommendation:	Recommend increase—no specific amount offered
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Phase I Status:	Requested/signed number of agreements with suppliers.
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Comments:	<p>The County purchased an upgraded, Y2K compliant 9-1-1 system in 1999 at a cost of \$122,231, leased to purchase in equal payments over five years. In addition, a \$6,200 maintenance agreement was purchased which became effective during the second year of the lease. The County may need additional staffing in the future to operate this system, however, as its sophistication and other communications requirements necessitate two operators.</p> <p>To assist funding the 9-1-1 service, voters approved an increase in the 9-1-1 wireline surcharge from 4 to 16% for each single subscriber line beginning January 2001 for a period of five years. Revenue from the surcharge and wireless funds, however, has to be supplemented with money from the general fund in order to meet the total 9-1-1 related costs.</p>
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BERRIEN COUNTY—reported as of 5/30/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$201,036	0	0

Surcharge Recommendation:	None
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Phase I Status:	Requested/confidential agreements with wireless providers signed; carriers not yet prepared to meet with county.
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Comments:	Funds being maintained in a separate account earmarked for costs related to implementation of Phase I and Phase II.
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BRANCH COUNTY---reported as of 7/18/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$99,834	0	0

Surcharge Recommendation:	None
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Phase I Status:	Requested/Phase I service being provided by three CMRS suppliers.
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Comments:	In 1999 Branch County Central Dispatch updated the E9-1-1 equipment and the new equipment is wireless compliant.
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CALHOUN COUNTY—reported as of 2/2001 (first year wireless receipts)

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$179,626	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/in discussion with CMRS suppliers.
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Comments:	Allocation:		
	County Admin	10%	
	County-Wide Dispatch	5%	\$10,896.60
	Of the remaining 85%:		
	Albion	7%	\$6,483.48
	Marshall	7.5%	\$6,946.58
	Battle Creek	85.5%	\$84,639.60
	A portion of the wireless money will be used to assist the Calhoun County E911 Emergency Telephone District Board in studying the feasibility of establishing a new countywide consolidated dispatch center. There have been no expenditures to date. Albion intends to use its funds to enhance its communications system; Marshall is in the process of contacting vendors for the purpose of establishing a cost for system implementation, and Battle Creek reports its funds have been designated for future expenditures.		

CASS COUNTY—reported as of 7/17/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$106,277	\$90,737	\$90,737

Surcharge Recommendation:	none
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Phase I Status:	Requested/Phase I service being provided by three CMRS suppliers. PSAP equipment was upgraded in 1999 and is compliant through wireless Phase II.
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Comments:	Implementation costs to date have been for labor hours and operations. Have been noting an increase in wireless E9-1-1 calls; a majority of these calls are coming from outside Cass County. This creates new problems for transfers to other agencies.
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CCE Central Dispatch Authority (covering Charlevoix, Cheboygan, Emmet counties)—reported as of 6/30/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$82,896 + 82,889 + 86,136 = \$251,921	\$527,218	\$172,820

Surcharge Recommendation:	none
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Phase I Status:	Requested/process of selecting new Phase II compliant CAD/RMS software vendor.
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Comments:	Wireless expenditures have been used for PSAP operations such as salaries and wages, uniforms, equipment, utilities, tower rent, etc. Complete detail of expenditures was provided to the ETSC by CCE.
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CHARLEVOIX COUNTY—see CCE Central Dispatch Authority

CHEBOYGAN COUNTY—see CCE Central Dispatch Authority**CHIPPEWA COUNTY—reported as of 6/21/01**

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$93,949	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/working with one CMRS carrier to implement at this time.
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Comments:	<p>Chippewa County Central Dispatch began operations in a newly renovated building on 2/20/01. They have basic 9-1-1 service, but are working to complete their MSAG and move toward enhanced. On 5/10/01 they began receiving wireless 9-1-1 calls routed to a seven-digit number at their center. They have plans to establish a separate trunk for wireless 9-1-1 calls and began working with RFB Cellular in June this year. In process of ordering equipment to ensure they are able to receive calls routed to the center.</p> <p>No costs incurred to date, have established a fund to purchase equipment necessary for implementation and pay for other related costs. Proceeding cautiously to ensure correct equipment is purchased. Anticipate costs within the next six months.</p>
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CLARE COUNTY—reported as of 7/9/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$86,050	\$72,868	\$72,868

Surcharge Recommendation:	None
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Phase I Status:	Requested/contact made with two CMRS suppliers; in process.
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Comments:	Funds received to date have been spent on dispatch center operations. Future wireless funds will be used to implement Phase I and II.
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CLINTON COUNTY—reported as of 6/19/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$114,031	\$283,273	\$96,869

Surcharge Recommendation:	None
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Phase I Status:	Requested/county is receiving Phase I service from one CMRS. Currently GPS mapping county for Phase II; expected completion in November 2001.
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Comments:	<p>Costs include telephone system, installation costs, CML, CML Sentinal Upgrade, CML 4th position upgrade, final payment on OSSI CAD, and call accounting software. Actual costs do not include "allowable wireless 9-1-1 surcharge expenditures" for county's facility costs, personnel, and their required training.</p> <p>As part of mapping project, have purchased a GPS unit and temporary staff to do the mapping in cooperation with the county GIS Department.</p> <p>FY2002 budget request includes one additional telecommunicator due to volume of wireless calls.</p>
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CRAWFORD COUNTY—reported as of 9/30/00

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$74,786	\$51,275	\$51,275

Surcharge Recommendation:	None
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Phase I Status:	Requested/one CMRS supplier is currently providing Phase I service and is beginning Phase II preparations. Working with two other suppliers to begin Phase I.
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Comments:	New CML Sentinel positions purchased at cost of \$51,275. Additional costs incurred would be salaries of dispatch personnel.
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DELTA COUNTY—reported as of 6/30/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$96,260	\$88,348	\$82,215

Surcharge Recommendation:	none
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Phase I Status:	Requested/meetings held; information provided to CMRS suppliers. County is ready to receive Phase I.
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Comments:	The City of Escanaba estimates that between 20% and 30% of all E9-1-1 calls are from wireless. Wireless costs incurred are estimated at the rate of 20%.
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DICKINSON COUNTY—reported as of 6/12/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$86,971	0	0

Surcharge Recommendation:	None
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Phase I Status:	Requested/waiting for responses from CMRS suppliers.
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Comments:	County was provided hardware and software to upgrade to be Phase I compliant by their vendor at no cost as part of their Y2K upgrade. Dickinson County is in the planning stage to build a new 9-1-1 dispatch center. County's goal is to start construction in the spring of 2002. Some of the wireless money will be used to cover the cost of construction.
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EATON COUNTY—reported as of 9/30/00

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$144,142	\$112,469	\$112,469

Surcharge Recommendation:	None
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Phase I Status:	Requested/signed non-disclosure agreements with three CMRS suppliers. County's equipment is capable and ready for both Phase I and Phase II.
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Comments:	Wireless 9-1-1 revenues are set aside for purchase of capital expenditures for the 9-1-1 operation. This includes equipment, office equipment, and computer equipment/software. Will be purchasing a mapping interface for the computer aided dispatching (CAD) system in preparation for Phase II. Wireless 9-1-1 calls exceed 50% of total 9-1-1 calls. Total annual budget is over \$2 million. Wireless 9-1-1 funds represent only 5% of total funding.
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EMMET COUNTY—see CCE Central Dispatch Authority

GENESEE COUNTY—reported as of 5/31/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$429,599	\$3,723	\$3,723

Surcharge Recommendation:	None
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Phase I Status:	Operational with two carriers; in process of bringing on-line three additional carriers.
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Comments:	Only purchase to date has been for software changes in CAD system. All other wireless monies are being held pending move to Phase II. Requests have been submitted to the PSAP server and CAD vendor for cost estimates for Phase II. It is believed these costs will be considerable and no further wireless monies will be spent until the Phase II estimates can be determined.
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GLADWIN COUNTY—reported as of 7/4/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$83,202	0	0

Surcharge Recommendation:	None
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Phase I Status:	Requested/two CMRS suppliers have towers in Gladwin County. These suppliers have completed their preliminary steps necessary for Phase I but have not yet completed implementation.
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Comments:	Gladwin County is considering moving their PSAP to a new location. Once that decision has been made, they will begin to incur costs for a CAD system.
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GOGEBIC COUNTY—reported as of 5/24/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$31,235	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/in process
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Comments:	Gogebic County was not eligible to receive first-year wireless funds. They were certified as eligible for second-year funds and have received two payments to date. The county is in the beginning phase of the 9-1-1 process and does not currently have wireline 9-1-1 service. Wireless 9-1-1 calls are routed to Negaunee Regional Dispatch by default.
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GRAND TRAVERSE COUNTY—reported as of 7/9/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$120,211	\$4,939	\$4,939

Surcharge Recommendation:	none
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Phase I Status:	Requested/working with wireless providers and surrounding counties to determine tower boundaries and mapping ESNs.
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Comments:	Wireless funds have been placed in a separate account so they are available for necessary upgrades. Will be expending \$45,000 to purchase computer equipment for central dispatch. Personnel expenditures have been incurred by the dispatch director to implement the wireless 9-1-1 system; the county does not separately account for this time.
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GRATIOT COUNTY—reported as of 6/6/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$97,581	\$84,300	\$46,755

Surcharge Recommendation:	none
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Phase I Status:	Requested/one CMRS supplier has implemented; another has requested preliminary routing information.
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Comments:	Applied \$23,377 annually for 2000 and 2001 on loan of \$84,300 secured for E9-1-1 computer upgrades to accommodate wireless E9-1-1 with Phase I and II compatibility. Any wireless funds received are placed in a fund to be used for computer equipment upgrading for Phase II wireless.
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HILLSDALE COUNTY—reported as of 6/15/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$101,328	\$10,500	\$10,500

Surcharge Recommendation:	None
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Phase I Status:	Requested/in discussion stage
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Comments:	<p>Allocation:</p> <table> <tr> <td>CAD Upgrade</td><td>\$1,500</td></tr> <tr> <td>GPS Mapping</td><td>9,000</td></tr> </table> <p>A spot check of wireless call volume in 1998 indicated 8% of the county's 9-1-1 calls were from wireless telephones. A check during a two-month period in 2001 indicates that 13% of the total 9-1-1 calls come from wireless phones.</p>	CAD Upgrade	\$1,500	GPS Mapping	9,000
CAD Upgrade	\$1,500				
GPS Mapping	9,000				

HOUGHTON COUNTY—reported as of 6/30/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$94,263	\$132,413	\$80,515

Surcharge Recommendation:	None
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Phase I Status:	Requested/one non-disclosure agreement signed; a second is in process. Center is fully capable of receiving ANI/ALI for wireless calls and has caller ID on trunks.
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Comments:	<p>Houghton County Central Dispatch began service in January 2001. The county's RFP addressed need to be able to accept Phase I and II technology, regardless of format. During the entire two-year startup, the county incurred costs that could be associated with wireless compliance. In FY99, the county spent \$45,000 to address approximately 12,000 structures in the county. In FY00, they spent roughly \$82,000 for signage. Total project to date is over \$1 million. Estimate wireless compatibility component is close to 15%. Additional expenses to be incurred for wireless compliance over the next 12 months will exceed \$175,000. Costs will include mapping and unknown network costs to be incurred from the dispatch center in Laurium to the router in Marquette, approximately 120 miles away. With the costs incurred to date and the additional projected expenses, at the current rate, it will take Houghton County another four years for cost recovery, not including any operational expenses.</p>
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HURON COUNTY—reported as of 6/13/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$93,908	\$110,526	\$56,854

Surcharge Recommendation:	None
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Phase I Status:	Requested/have been advised that CMRS suppliers cannot implement Phase I until the local 9-1-1 service provider completes its work.
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Comments:	In process of purchasing CAD with a map interface. Spent \$80,098 in 2000 and \$30,428 in 2001. Total projected cost of CAD is \$196,369.
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INGHAM COUNTY—reported as of 6/8/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$302,740	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/in process
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Comments:	County is holding all wireless funds in reserve for Phase I and II implementation.
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IONIA COUNTY—reported as of 5/31/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$112,284	\$324,379	\$95,507

Surcharge Recommendation:	none
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Phase I Status:	Requested; non-disclosure agreements have been completed with three carriers and one is pending. Two carriers have requested "call routing" information. To date, no carrier has implemented Phase I in the county.
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Comments:	Estimated Wireless Costs Incurred: GIS Mapping portion of CAD (does not include interfacing map to various functions of the CAD system) 55% of 911 calls are wireless; 55% of personnel costs from 1/1/2000-5/31/2001	\$22,000 \$302,379
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IOSCO COUNTY—reported as of 6/11/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$89,414	\$27,291	\$1,091

Surcharge Recommendation:	none
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Phase I Status:	Requested/contact made with one CMRS supplier; awaiting contact by others.
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Comments:	Expenditures to date for computer and monitor, and equipment for dispatchers. Iosco County has spent very little of its wireless funds; remaining funds are being held until the cost of Phase I and II implementation can be determined. Anticipated expenditures include: Attorney fees for non-disclosure agreement Update ANI & ALI New recording equipment Medical dispatch software New computer for dispatch center Total	600 500 20,000 3,600 1,500 \$26,200
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IRON COUNTY—reported as of 7/10/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$75,318	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/no implementation to date
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Comments:	
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ISABELLA COUNTY—reported as of 9/3/00

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$111,483	\$72,000	\$72,000

Surcharge Recommendation:	None
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Phase I Status:	Requested/ Receiving Phase I from one CMRS supplier
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Comments:	Installed CML Sentinel 9-1-1 System	\$72,000
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JACKSON COUNTY—reported as of 7/9/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$192,091	\$137,096	\$137,096

Surcharge Recommendation:	none
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Phase I Status:	Requested/in process
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Comments:	Expenditures:	
	2000 Ameritech E9-1-1 Upgrade	\$80,991
	2001 E9-1-1 Equipment Purchases	56,105
	Total	\$137,096
Estimates have been received to upgrade existing equipment to enable the communication technicians to better handle the additional calls originating from wireless providers. Projected cost: \$38,871.		

KALAMAZOO COUNTY—reported as of 7/13/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$255,280	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/meetings to be held to discuss implementation.
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Comments:	Wireless funds are being banked for future expenditures.
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KALKASKA COUNTY—reported as of 7/10/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$75,959	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/in discussion stages with CMRS suppliers.
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Comments:	County is saving all wireless funds for Phase II technology enhancements.
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KENT COUNTY—as of February 2001

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$497,147	\$14,853	\$14,853

Surcharge Recommendation:	None
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Phase I Status:	Requested
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Comments:	<p>Funds are distributed as follows:</p> <table> <tr> <td>Kent County—administration fee (\$14,853)</td><td>5%</td><td>\$14,852.60</td></tr> <tr> <td>Of the remainder:</td><td></td><td></td></tr> <tr> <td>City of Grand Rapids--</td><td>40%</td><td>109,182.94</td></tr> <tr> <td>MSP Rockford Post--</td><td>60%</td><td>173,016.40</td></tr> </table> <p>MSP Rockford and Grand Rapids P.D. just recently received their funds from Kent County. Neither has had time to spend any of the money.</p>		Kent County—administration fee (\$14,853)	5%	\$14,852.60	Of the remainder:			City of Grand Rapids--	40%	109,182.94	MSP Rockford Post--	60%	173,016.40
Kent County—administration fee (\$14,853)	5%	\$14,852.60												
Of the remainder:														
City of Grand Rapids--	40%	109,182.94												
MSP Rockford Post--	60%	173,016.40												

KEWEENAW COUNTY—reported as of 7/2/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$65,670	\$54,000	\$7,000

Surcharge Recommendation:	none
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Phase I Status:	Requested/in process.
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Comments:	<p>Hired company to readdress county using GPS coordinates to accommodate the requirements of Phase I & II. Spent \$7,000 to date on this project; total cost will be approximately \$54,000 and should be completed by spring 2002. Once this has been paid for, county plans to utilize wireless funds to pay service contract with Negaunee Regional Dispatch (primary PSAP) and costs associated with maintaining their 9-1-1 system, such as phone company costs and personnel involved at the county level in maintaining their MSAG.</p>
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LAKE COUNTY—reported as of 6/19/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$71,756	\$170,000	\$17,000

Surcharge Recommendation:	<p>Recommend increase. Lake County has 8,400 wireline phones. They were the last county in the Lower Peninsula to implement wireline 9-1-1 due to the fact they do not have enough telephones to pay for the 9-1-1 operation. Budget report indicates \$187,207 was transferred from their general fund and grant funds to cover the 9-1-1 operation; wireline and wireless surcharge funds do not cover the cost.</p> <p>Lake County needs to provide the same quality of service to people from larger counties who travel through their small county, but on a tremendously small budget. The County does not have the funds to keep paying for all new 9-1-1 technology. Need to find some way to increase the funds into Lake County or decrease the costs to implement wireless 9-1-1.</p>
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Phase I Status:	Requested/equipment in place to receive wireless telephone numbers; not all CMRS suppliers provide the data.
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Comments:	<p>\$17,000 was payment on mapping. All wireless funds have been earmarked for the exclusive use of establishing mapping for Phase I compliance. The County has established a plan to borrow the funds to purchase mapping and payback the money to specific accounts over the next 3.5 years as quarterly wireless payments are received from the State.</p>
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LAPEER COUNTY—reported as of 7/2/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$129,076	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/receiving Phase I calls from one CMRS supplier; additional testing is pending with two other wireless companies.
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Comments:	All wireless funds are earmarked for future operational costs or system enhancements such as mapping or other system upgrades for enhanced wireless calls.
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LEELANAU COUNTY—reported as of 7/10/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$78,708	\$66,059	\$66,059

Surcharge Recommendation:	None
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Phase I Status:	Requested/waiting for clarification on dates and procedures.
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Comments:	<u>Expenditures:</u> Professional Services \$6,110 Capital Outlay 31,585 Repair & Maintenance 20,864 Recurring Charges for Communications System 7,500 Total \$66,059
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LENAAWEE COUNTY—reported as of 6/20/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$142,554	\$121,337	\$121,337

Surcharge Recommendation:	None for now; believe the surcharge amount will need to increase as the number of cell calls increases.
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Phase I Status:	Requested/in process.
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Comments:	<p>Spent \$57,648 in fall of 1999 on an E9-1-1 system update to make system Y2K compliant, CAD ready, and also provide equipment enabling their system to receive wireless calls.</p> <p>Wireless money received to date has gone only towards personnel costs. An \$80,000 appropriation from the general fund is made annually to supplement the Central Dispatch budget because 9-1-1 surcharges do not cover their personnel expenses.</p>
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LIVINGSTON COUNTY—reported as of 6/21/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$167,062	0	0

Surcharge Recommendation:	<p>None specific; recommend increase be considered.</p> <p>Many citizens are finding little value in having a wireline phone at home when they can do it all with wireless phones and with broadband cable for television and the internet. Fifty-two cents is not going to pay for the personnel, upkeep, and purchases of the latest equipment to handle this call volume. The Legislature will soon have to seriously look at the impact wireless technology is having on central dispatches as well as the citizens' demand for service.</p>
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Phase I Status:	Requested/non-disclosure and service agreements have been sent to CMRS suppliers. Boundary verifications have been done and the county is waiting for further contact with the CMRS' third party vendors.
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Comments:	<p>Due to lack of implementation, no wireless funds have been expended. Livingston County sits between four major cities, with two major freeways and a very progressive citizenry. Their use of the newest technology has driven the County's wireless call volume up to 54% per month. This volume has caused the County to reevaluate the number of call takers on staff and to review implementations of Phase I and Phase II, especially at their backup site. Even with new equipment, it is unknown at this time how much it will cost to upgrade their main center to Phase I and II. The backup site, which has equipment in excess of 10 years old, will also have to be upgraded to the latest technology in order to receive Phase I, II, and ten-digit dialing.</p>
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LUCE COUNTY—reported as of 5/15/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$69,190	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/in discussion stage; two non-disclosure agreements signed.
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Comments:	<p>Due to questions regarding legitimate expenditures under P.A. 32, the county held back until it received clarification on this issue. Have commenced as of 7/20/01 to expend funds from this account that they believe comply with the Act.</p>
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MACKINAC COUNTY—reported as of 6/18/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$73,353	\$1,012	\$1,012

Surcharge Recommendation:	none
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Phase I Status:	Requested/nondisclosure agreement signed with one CMRS supplier; another agreement is currently being processed. Meeting held with one CMRS supplier to begin Phase I implementation. Primary PSAP (Negaunee Regional Dispatch) is capable of receiving both CAS and NCAS data.
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Comments:	<p>All administrative fees, personnel, and facility costs are being assumed by funds generated through the County's landline surcharge.</p> <p>Only expenditure to date has been for attorney fees (\$1,012). Balance of wireless revenues are earmarked for communication equipment upgrades, specifically to utilize the state 800 MHz system and to replace outdated equipment with narrow-band compliant repeaters and antennas for their paging system.</p> <p>The County's equipment committee is studying the condition of existing equipment and the requisites and costs for implementing the proposed communications upgrades. While no budget has yet been developed, anticipated costs could exceed \$500,000. Anticipated equipment costs for 2001 are \$35,000 to \$40,000. The balance will be reserved until the 800 MHz system is functional and for additional mapping that may be required to be Phase II compliant.</p> <p>Other potential wireless expenditures include detailed mapping to correlate addresses with x/y coordinates, additional trunk lines to handle increased wireless traffic, and other unknown costs associated with transmitting data from the wireless mobile switching office to the PSAP.</p>
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MACOMB COUNTY—reported as of 7/5/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$680,487	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/Phase I service being provided by one supplier; working with others.
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Comments:	County is awaiting a public hearing to finalize their final plan. Meeting planned with all county PSAP coordinators to discuss expenditures and allowable expenses, and to assist them in the facilitation of Phase I implementation.
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MANISTEE COUNTY—reported as of 8/17/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$82,565	0 (see comments below)	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/in process; information being provided to wireless carriers.
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Comments:	Manistee County is in the process of purchasing a new CAD computer system through a lease with Verizon, at a cost of \$193,633. Anticipate being on line with the new system in the next few months. Plan to use some, if not all, their wireless money to defer the cost of this new system.
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MARQUETTE COUNTY—reported as of 6/20/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$123,485	\$11,000	\$11,000

Surcharge Recommendation:	None specific. Marquette County Central Dispatch is funded through millage. As the number of wireline customers decreases, counties that rely on wireline monies will need additional funding to make up the difference. The wireless surcharge in most instances is less than the wireline surcharge. Therefore, a potential need exists to raise the wireless surcharge to at least equal the wireline surcharge at some point in the future. It is not equitable to have the wireline customers fund the lion's share of 9-1-1.
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Phase I Status:	Requested/in process
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Comments:	<u>Allocations:</u> Attorney fees 1,000 <u>Digital mapping (parcel layer) in preparation for Phase II</u> 10,000 Total \$11,000 <u>Working on budget for 2002, which may include:</u> Computer technology integrated with digital mapping & CAD 177,900 Technical consultant 20,000 Personnel expenses to help complete parcel digital layer 15,000 Total \$212,900
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MASON COUNTY/OCEANA COUNTY—reported as of 12/31/00

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
86,121 + 83,711= \$169,832	\$76,211	\$76,211

Surcharge Recommendation:	In this dispatch area, the wireline surcharge is \$2.74. Presently, nearly 40% of their calls are received from wireless phones, and the difference between \$2.74 and \$.55, in itself, does not show equality. The cost of answering a 9-1-1 call at the center is the same, be it wireline or wireless. In this example, the wireless contribution does not come anywhere near covering 40% of the center's budget. At the present time, the wireless contribution is less than 10% of the center's budget.
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Phase I Status:	Requested/in process. Anticipate receiving Phase I calls shortly. Very little progress has been made toward Phase II implementation.
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Comments:	Expended \$46,014 for new Enhanced 9-1-1 System that is capable of handling both Phase I and II technology. Remaining \$30,197 supplemented the total payroll expenditures of \$450,000.
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MECOSTA COUNTY (see Meceola Central Dispatch)

MECEOLA CENTRAL DISPATCH (serving Mecosta and Osceola Counties)—reported as of 6/13/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
96,156 + 81,592= \$177,748	\$476,268	\$119,000

Surcharge Recommendation:	As wireless phones increase and see more widespread use, and wireline installations decline, there is a concern that agencies such as Meceola Central Dispatch will not be able to continue to operate on surcharge amounts alone. Wireless calls have increased to almost 40% in this area, in some they are well over 50% of the calls received by the local PSAP.
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Phase I Status:	Requested/in process
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Comments:	<u>Wireless Costs Incurred:</u> Legal fees \$600 Replaced Positron Phrend 911 controller & dispatch Console equipment to make it 20-digit capable with Positron Lifeline 100 (paid w/ wireless funds) 119,000 Replace existing CAD system to be 20-digit capable CAD software 185,501 CAD hardware 171,167 Total \$476,268 These costs do not include digital mapping for wireless location data to be added at a later date (approximate cost \$200,000).
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MENOMINEE COUNTY—reported as of 6/18/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$85,323	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/met with one CMRS supplier.
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Comments:	Working on a digital mapping project and plan to use wireless funds to pay for the product and the software.
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MIDLAND COUNTY—reported as of 6/20/01

Receipts as of 8/15/01	Wireless Costs Incurred	Expenditures Reported
\$129,121	\$120,002	\$109,807

Surcharge Recommendation:	none
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Phase I Status:	<p>Requested. Customer premise equipment is 10/20 digit ready. Five carriers provide service in Midland County, one additional carrier is scheduled to offer service in the third quarter of 2001. Below is summary of implementation status with each.</p> <p>Carrier #1--acknowledged receipt of county request. Not eager to deploy.</p> <p>Carrier #2—non-disclosure agreement (NDA) signed, boundary maps completed, tower maps received, wireless MSAG completed. Deployment delayed due to service provider's inability to deliver a hybrid CAS (or 10-digit) solution from their E routers, which are the only routers available throughout the state, until sometime in 2002 when they are scheduled to be replaced. While Ameritech 911 has claimed to be putting together a software change to the 5E which will allow for 10-digit delivery to the PSAP, to date, no progress is evident in any Ameritech PSAP in Michigan attempting to deploy with a CAS solution CMRS. This is a serious issue.</p> <p>Carrier #3—NDA signed, service agreement signed. CAS solution.</p> <p>Carrier #4—NDA signed, boundary maps received, wireless MSAG in progress. NCAS solution.</p> <p>Carrier #5—acknowledged receipt of county request and provided explanation of charges Midland County will incur with deployment of Phase I. It is important to note that, while this information is completely inaccurate for any Michigan customer due to our cost recovery mechanism, this carrier has actively participated on the Wireless 911 Implementation Subcommittee since its inception. No progress toward deployment. NCAS solution.</p>
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Comments:	<p><u>Costs:</u></p> <table> <tr> <td>Motorola software upgrade to CPE to allow 10/20 digits</td><td>30,342</td></tr> <tr> <td>Mapping components for CAD system</td><td>28,500</td></tr> <tr> <td>Map maintenance PC</td><td>2,445</td></tr> <tr> <td>Secondary PSAP upgrade phone system</td><td>21,000</td></tr> <tr> <td><u>Personnel</u></td><td><u>37,715</u></td></tr> <tr> <td>Total</td><td>\$120,002</td></tr> </table> <p>Once Phase II is deployed, the County will immediately begin a \$250,000 (budgeted but not yet spent) ortho photography project to ensure a greater map accuracy in anticipation of Phase II.</p> <p>Asking for two additional telecommunicators, effective August 2001, to assist with the dramatic increase in wireless 9-1-1 calls. Charts provided reflect an increase in wireless calls from 10,060 in 1998 to 23,667 in 2000.</p>	Motorola software upgrade to CPE to allow 10/20 digits	30,342	Mapping components for CAD system	28,500	Map maintenance PC	2,445	Secondary PSAP upgrade phone system	21,000	<u>Personnel</u>	<u>37,715</u>	Total	\$120,002
Motorola software upgrade to CPE to allow 10/20 digits	30,342												
Mapping components for CAD system	28,500												
Map maintenance PC	2,445												
Secondary PSAP upgrade phone system	21,000												
<u>Personnel</u>	<u>37,715</u>												
Total	\$120,002												

MISSAUKEE COUNTY—reported as of 6/4/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$74,728	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/in negotiations with suppliers.
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Comments:	No wireless funds have been spent to date. County is currently working to provide additional room for administrative staff and is relocating its dispatch center. During this process, they will be upgrading their dispatch system to be compliant with Phase I and II. Goal is to have this completed by fall of 2001.
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MONROE COUNTY—reported as of 7/20/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$178,835	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/received three non-disclosure agreements to date.
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Comments:	Upgrade for Y2K included, at no additional cost, necessary upgrade for formatting and receiving the number of digits necessary for wireless telephone numbers. Currently negotiating with vendor to design solutions for NCAS, CAS, and Hybrid CAS technical solutions. Monroe CCD does not currently have a way to capture the volume of wireless calls received in the center; the volume has increased greatly in the last three years.
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MONTCALM COUNTY—reported as of 6/22/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$110,094	\$286,884	\$93,347

Surcharge Recommendation:	none
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Phase I Status:	Requested/implemented Phase I on two towers (total of 4 cell faces); in process to implement with second carrier.
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Comments:	<u>Expenditures:</u> 911 Answering Postions (upgrade for mapping for Phase I & II and mapping) \$71,810 Upgrade telephone system 22,744 Structural writing for new center (additional Workstations/expansion) 26,293 Console Furniture 87,473 Mapping (estimated for budgetary purposes) 50,000 Total \$286,884 County also spent approximately \$65,000 prior to implementation of wireless surcharge for their first upgrade in the 911 CPE equipment to accommodate the new data streams for wireless Phase I.
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MONTMORENCY COUNTY—reported as of 5/29/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$71,893	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/Phase I implemented by one CMRS supplier.
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Comments:	County intends to utilize wireless funds towards the necessary update on the E9-1-1 equipment.
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MUSKEGON COUNTY—reported as of 6/18/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$200,212	\$245,509	\$170,523

Surcharge Recommendation:	none
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Phase I Status:	Requested/telephone equipment upgrades were purchased in 1999 and installed in spring of 2000 in anticipation of Phase I service. Awaiting action by carriers.
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Comments:	<p>Costs of \$245,509 to upgrade the E9-1-1 telephone system to receive both Phase I and II services. It is anticipated that another \$500,000 to \$1 million will be needed to upgrade the CAD hardware and software to receive Phase II location information. The dispatch center's current CAD system is not Phase II ready and the vendor is not providing updates as there are no plans to support it beyond 2002.</p> <p>Approximately 35% of the 9-1-1 calls into this dispatch center are from wireless devices. There are no immediate plans to add personnel; however, as call volume increases, staffing requirements will be re-evaluated.</p>
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NEWAYGO COUNTY—reported as of 6/7/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$97,681	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/in process.
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Comments:	Funds are being held in a separate account to be used in the upgrade of the county's 9-1-1 ANI/ALI system. County is in the process of purchasing a CML system to replace their existing system, which is not capable of receiving additional characters to comply with wireless standards.
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OAKLAND COUNTY—reported as of 9/30/00

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$995,527	\$3.2 million	\$257,000

Surcharge Recommendation:	none
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Phase I Status:	Requested/
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Comments:	<p>County is spending \$2.7 million to replace 27 PSAPs' call-taking equipment specifically to accommodate the requirements for locating wireless calls. County still owes the vendor approximately \$1.3 million on the contract price. In addition, the County has agreed to reimburse four PSAPs roughly \$.3 million for their costs incurred to accommodate their purchase of call-taking equipment. The County also provided the funds received to the radio communications fund for the acquisition of the 806/821 MHz combined radio (voice/data) communications system, at an estimated cost of \$30 million.</p> <p>The County's general fund saw fit to incur the costs of the call-taking equipment (it could take 5-8 years before the County could have secured sufficient funds to accommodate the immediate need of the Sheriff and local units' needs for equipment). Similarly, the County did not then need to contribute to the replacement of the radio communications system directly. Instead, the radio communications fund would credit the wireless amounts received (in lieu of a general fund contribution) for quite some time.</p>
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OCEANA COUNTY—see Mason County**OGEMAW COUNTY—reported as of 7/17/02**

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$80,340	\$74,163	\$68,300

Surcharge Recommendation:	none
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Phase I Status:	Requested/in process.
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Comments:	<p>Hardware upgrades = \$13,249</p> <p>Two additional dispatch personnel hired @ \$30,457 each = \$60,914</p>
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ONTONAGON COUNTY—reported as 7/5/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$71,537	\$8,919	\$8,919

Surcharge Recommendation:	none
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Phase I Status:	Requested/in process.
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Comments:	<p>Paid approximately \$7,619 to date for countywide readdressing. Also paid approximately \$1,300 toward 9-1-1 director's salary. Looking at purchasing GPS equipment—estimated cost \$26,000. Will use Negaunee Regional for dispatching, but own system for paging EMS and fire—equipment upgrades will be needed.</p>
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OSCEOLA COUNTY (see Meceola Central Dispatch)

OSCODA COUNTY—reported as of 5/15/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$70,989	\$62,264	\$62,264

Surcharge Recommendation:	none
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Phase I Status:	Requested/Phase I implemented by one CMRS supplier over one year ago; waiting for other carriers
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Comments:	<table> <tr> <td>Personnel</td><td>\$52,761</td></tr> <tr> <td>Office supplies/postage</td><td>276</td></tr> <tr> <td>Uniform allowance</td><td>340</td></tr> <tr> <td>Gas</td><td>1,535</td></tr> <tr> <td>Telephone</td><td>436</td></tr> <tr> <td>Training</td><td>275</td></tr> <tr> <td>Equipment</td><td>6,641</td></tr> <tr> <td>TOTAL</td><td>\$62,264</td></tr> </table>	Personnel	\$52,761	Office supplies/postage	276	Uniform allowance	340	Gas	1,535	Telephone	436	Training	275	Equipment	6,641	TOTAL	\$62,264
Personnel	\$52,761																
Office supplies/postage	276																
Uniform allowance	340																
Gas	1,535																
Telephone	436																
Training	275																
Equipment	6,641																
TOTAL	\$62,264																

OTSEGO COUNTY—reported as of 7/9/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$80,008	\$50,000 est.	0

Surcharge Recommendation:	None
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Phase I Status:	Requested/Phase I implemented by one carrier; others in process.
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Comments:	Working in conjunction with Michigan State Police to purchase a new telephone system for the Gaylord Dispatch Center. A Meridian PBX system has been ordered to enhance their telephone system and provide the capabilities needed for wireless communications. Estimated cost of this equipment is \$50,000, which will be paid for from wireless funds.
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OTTAWA COUNTY—reported as of 6/30/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$229,276	\$66,339	\$66,339

Surcharge Recommendation:	none
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Phase I Status:	Requested/in process
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Comments:	<table> <tr> <td>Expenditures:</td><td></td></tr> <tr> <td>Two new phones & upgrade</td><td>6,380</td></tr> <tr> <td>Two new call taker positions</td><td>3,251</td></tr> <tr> <td>Call taker 9-1-1 answering positions (75%)</td><td>52,844</td></tr> <tr> <td>Renovation of Conference Room for Two Positions</td><td>3,864</td></tr> <tr> <td>Total</td><td>\$66,339</td></tr> </table> <p>Projected expenditures for fiscal years 2001 through 2005 include the 9-1-1 phone system, a mobile computer system, and the CAD/computer upgrade.</p>	Expenditures:		Two new phones & upgrade	6,380	Two new call taker positions	3,251	Call taker 9-1-1 answering positions (75%)	52,844	Renovation of Conference Room for Two Positions	3,864	Total	\$66,339
Expenditures:													
Two new phones & upgrade	6,380												
Two new call taker positions	3,251												
Call taker 9-1-1 answering positions (75%)	52,844												
Renovation of Conference Room for Two Positions	3,864												
Total	\$66,339												

PRESQUE ISLE COUNTY—reported as of 6/14/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$75,883	\$59,197	\$59,197

Surcharge Recommendation:	none
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Phase I Status:	Requested/Phase I implemented by one CMRS supplier.
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Comments:	Expenditures:
	New Commandstar Desktop console w/ two stations \$41,920
	Back-up repeater for back-up tower 1,150
	CML Sentinel Upgrade Computer 16,127
	Total \$59,197

ROSCOMMON COUNTY—reported as of 12/30/00

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$81,591	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/dispatch center is prepared to receive but no supplier has enabled service.
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Comments:	No funds disbursed in 2000 due to uncertainty of amount to be received. In 2001 wireless funds will be used for a mapping system that will allow Roscommon County to be Phase II compliant and for salaries to train new hires to handle the influx of wireless 9-1-1 calls.
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SAGINAW COUNTY—as of 7/16/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$243,533	\$2,393,429	\$209,111

Surcharge Recommendation:	Increase needed. Due to the decrease in landlines and the 16% surcharge of the highest base price (currently \$2.32 in Saginaw County), more people are using cell phones and funding is continuing to decrease. People who buy phones and then purchase cell minutes are not being charged the monthly wireless or wireline surcharge. Believe wireless phones should be required to pay for the services that will be required by 9-1-1 centers.
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Phase I Status:	Requested/have not been contacted by any CMRS suppliers to date.
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Comments:	Expenses related to wireless:
	Personnel 2,127,712
	Repairs & maintenance-communications equipment 265,717
	TOTAL \$2,393,429
	Received quote of \$289,290 to complete CAD system for wireless implementation.

SANILAC COUNTY—reported as of 6/12/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$121,029	\$13,000 (est.)	\$2,856

Surcharge Recommendation:	none
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Phase I Status:	Requested/CMRS suppliers cannot implement until local service provider completes its work.
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Comments:	Expended \$2,856 as down payment on RX6000 switch. Total cost is estimated to be about \$13,000.
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SCHOOLCRAFT COUNTY—reported as of 9/30/00

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$82,035	\$15,675	\$15,675

Surcharge Recommendation:	none
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Phase I Status:	Requested
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Comments:	Expenditures for contract services.
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SHIAWASSEE COUNTY—reported as of 7/20/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$117,158	0	0

Surcharge Recommendation:	Experiencing a dramatic increase in wireless 9-1-1 calls. Two or three dispatchers staff the center; when a serious accident occurs on Interstate I-69 in Shiawassee County, they have received as many as 64 wireless calls reporting the one incident. They have had to designate one call taker to answer wireless calls, which at times leaves one dispatcher to handle sending EMS, police, and fire to the call. Believe present wireless surcharge is very inadequate considering that wireline callers are paying \$2.00. They now comprise 75% of total 9-1-1 calls and the number is dropping every month. Believe an increase in wireless surcharge is needed to offset the costs to 9-1-1 centers for staffing and equipment needed for Phase II.
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Phase I Status:	Requested/two CMRS suppliers providing Phase I service (first county in Michigan to have two carriers provide them Phase I service).
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Comments:	At present time, wireless funds have been set aside. Planned uses include: 1. Hire one additional dispatcher as of 8/15/01. Another dispatcher will be hired after January 2002. The two additional positions are needed due to the extra calls being received via wireless 9-1-1. Cost of a starting dispatcher is \$44,500, including wages and fringe benefits. These two additional positions will increase staffing from 10 to 12. Not included in the costs are training, uniforms, etc. 2. Upgrade in the CAD systems @ \$10,000. Planned implementation for late fall 2001. In planning stage of building a new 9-1-1 center. Estimated cost of the new building is \$1.2 million.
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ST. CLAIR COUNTY—reported as of 7/5/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$160,540	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/in process
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Comments:	No expenditures to date; awaiting action by CMRS suppliers.
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ST. JOSEPH COUNTY—reported as of 7/2/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$116,807	\$494	\$494

Surcharge Recommendation:	none
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Phase I Status:	Requested/Phase I service being provided by three CMRS suppliers (first county in Michigan to receive Phase I service from three suppliers).
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Comments:	Only expenditure to date has been for training. Remaining balance is being held for implementation. Anticipate spending over \$70,000 sometime between now and the middle of 2002 for equipment for Phase II implementation.
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TUSCOLA COUNTY—reported as of 6/4/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$111,515	\$1,092	\$1,092

Surcharge Recommendation:	none
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Phase I Status:	Requested/one non-disclosure agreement signed; anticipate implementing Phase I with this vendor within the next two months.
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Comments:	Only expenditure to date has been for legal fees. In process of selecting a new CAD system with the capability of mapping in preparation for Phase II wireless. Anticipated cost of this system is \$240,000. Expect to purchase this year.
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VANBUREN COUNTY—reported as of 7/3/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$124,263	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/Phase I service being received from three CMRS suppliers.
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Comments:	Funds are being held by county treasurer pending implementation of Phase I and II.
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WASHTENAW COUNTY—reported as of February 2001 (based on first year wireless receipts)

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$308,675	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/one CMRS supplier has implemented Phase I service; a second is in the discussion stage.
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Comments:	<p>County has not expended any wireless funds to date due to the uncertainty of Phase II technology.</p> <p>County funds are disbursed as follows:</p> <table><tr><td>Washtenaw County Central Dispatch for Management & implementations of wireless 9-1-1</td><td>75%</td></tr><tr><td>Fund for future wireless 9-1-1 technology needs</td><td>25%</td></tr></table> <p>First year wireless collections were distributed as follows:</p> <table><tr><td>Fiduciary fee (5% of total)</td><td>9,238.65</td></tr><tr><td>Central Dispatch (75% of remaining)</td><td>131,650.76</td></tr><tr><td>Escrow for future wireless technology needs (25%)</td><td>43,883.59</td></tr><tr><td>Total First-Year Receipts</td><td>\$184,773.00</td></tr></table>	Washtenaw County Central Dispatch for Management & implementations of wireless 9-1-1	75%	Fund for future wireless 9-1-1 technology needs	25%	Fiduciary fee (5% of total)	9,238.65	Central Dispatch (75% of remaining)	131,650.76	Escrow for future wireless technology needs (25%)	43,883.59	Total First-Year Receipts	\$184,773.00
Washtenaw County Central Dispatch for Management & implementations of wireless 9-1-1	75%												
Fund for future wireless 9-1-1 technology needs	25%												
Fiduciary fee (5% of total)	9,238.65												
Central Dispatch (75% of remaining)	131,650.76												
Escrow for future wireless technology needs (25%)	43,883.59												
Total First-Year Receipts	\$184,773.00												

WAYNE COUNTY

Receipts as of 8/15/01 \$1,847,599	Wayne County is unique in that it is divided into four emergency telephone districts: the Conference of Western Wayne (CWW), the Detroit Emergency Telephone District (DETD), the Downriver Mutual Aid Consortium (DMA), and the Conference of Eastern Wayne (CEW). For purposes of this report, each district reported separately to the ETSC.
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WAYNE COUNTY—CWW—reported as of 12/30/2000

2000 Receipts \$144,728	Wireless Costs Incurred \$12,574,557 (includes wireline)	Wireless Expenditures \$144,728
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Surcharge Recommendation:	<p>CWW received \$2.3 million in wireline revenue in 2000. In that same year, CWW PSAPs spent over \$12.5 million in allowable 9-1-1 expenditures. Since 1995, the CWW district has subsidized 9-1-1 expenditures by over \$36 million from individual communities' general fund monies. While the CWW is appreciative of the wireless revenues they receive, it is clear this funding level is insufficient to meet the ever-increasing costs of delivering 9-1-1 to our residents.</p> <p>Many CWW PSAPs are in the planning stages of major capital outlay projects as they move forward on Phase I implementation. During 2000, several CWW PSAPs continued to acquire new radio systems, mobile data systems, GIS/mapping systems, and other hardware, software, and connectivity expenditures. Personnel costs consistently account for a significant portion of 9-1-1 expenditures. With over 135 dispatchers in the district, at an average salary and fringes of \$50,000 per dispatcher, the CWW district spent more than \$6 million in dispatcher salaries in 2000.</p> <p>Concurrently, the Conference, in its role as the Emergency Telephone Service Board, has spent an additional \$10,460 in professional fees for implementation of wireless 9-1-1. Professional fees include legal fees for the amendment of the CWW Final 9-1-1 Plan and creation of a CWW standardized CMRS nondisclosure agreement, consulting fees for Plante & Moran, and to Orchard, Hiltz, and McCliment for the creation of a wireless GIS mapping database.</p>
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Phase I Status:	<p>Requested/signed nondisclosure agreements and received tower map information from all six carriers. CMRS suppliers are utilizing a combination of CAS and NCAS solutions. Several PSAPs are 10/20 digit ready for an NCAS solution. Due to the size of the district, CWW is working with one carrier at one PSAP on a pilot project. Anticipated deployment date for Phase I is fall 2001.</p> <p>Currently MSP Metro Dispatch is handling all of the CWW wireless 9-1-1 calls. Neither MSP nor the CMRS suppliers have the ability to identify the volume of wireless calls per PSAP. CWW received over 225,000 wireline 9-1-1 calls in 2000. Without knowing specific call volumes, individual PSAPs are experiencing difficulty in determining whether or not dedicated wireless trunk lines are necessary. Increased call volumes will also impact staffing levels, existing consoles and phone systems, monitors, and call recorders. The utilization of a pilot project will assist the other CWW PSAPs in gathering data needed to make these decisions in a financially prudent manner on an individual community basis. CWW will continue its ongoing implementation of Phase I on a PSAP by PSAP basis until all PSAPs are Phase I compliant.</p>
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Comments:	CWW incorporates 19 PSAPs. Wireless funds are distributed to each PSAP via formulae that mirrors the collection of the revenue. CWW's portion of the county distribution is divided equally between the 19 PSAPs. The portion of the wireless revenue based on per capita is distributed to individual PSAPs based on 1990 census figures. Provisions are made so the Detroit Metropolitan Airport also receives a portion of the per capita distribution.
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WAYNE COUNTY—DETROIT EMERGENCY TELEPHONE DISTRICT (DETD)—reported as of 12/30/00

2000 Receipts	Wireless Costs Incurred	Wireless Expenditures
\$790,653	0	0

Surcharge Recommendation:	None specific. An increase in current call volume of any magnitude will impact staffing levels, existing consoles, the configuration of the call center, telephone systems, monitors, call recorders, and dedicated wireless trunk lines. So, while the DETD is appreciative of the wireless revenues they receive, it is clear that the current funding level will not be sufficient to meet the ever-increasing costs of delivering quality 9-1-1 service to its residents.
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Phase I Status:	Requested/received non-disclosure agreements from two CMRS suppliers; received verbal confirmation from two others and are awaiting written confirmation and non-disclosure agreements.
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Comments:	<p>Detroit plans to utilize its wireless surcharge funds for necessary hardware/ software modifications in preparation for wireless 9-1-1 Phase I implementation, and for recurring costs to support this system. MSP Metro Dispatch currently handles all DETD's wireless 9-1-1 calls. At this time, Detroit P.D. does not have the ability to identify volume of wireless calls received from MSP.</p> <p>DETD is unique in that it incorporates the City of Detroit, as well as the cities of Highland Park and Hamtramck. The City of Highland Park has contracted with DPD to receive 9-1-1 calls and to dispatch the Highland Park Police for necessary police services within their city. The City of Hamtramck has its own PSAP, with the DETD acting as an escrow agent for the funds collected for emergency telephone operational costs and charges. The DETD, in turn, distributes these funds to the City of Hamtramck PSAP according to an agreed upon formula for operational costs approved by the DETD.</p>
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WAYNE COUNTY—DOWNRIVER MUTUAL AID CONSORTIUM (DMA)—reported as of 7/16/01

Receipts Reported	Wireless Costs Incurred	Wireless Expenditures
\$223,352	\$130,550	\$130,550

Surcharge Recommendation:	None specific/increase would be desirable
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Phase I Status:	Requested/discussions with CMRS suppliers ongoing. Three of 16 PSAPs are 20-digit ready; remaining PSAPs will require an equipment upgrade to become 20-digit capable.
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Comments:	<p>DMA is in the final phase of a multi-year project to purchase, construct, and implement an 800 MHz trunked radio system that will provide the backbone of DMA's 9-1-1 service. Implementation of this radio system includes the installation and use of fiber optic connectivity for radio system components and DMA PSAPs.</p> <p>DMA has pledged its wireless 9-1-1 revenue to pay the costs of the Comcast fiber optic connectivity that supports the DMA radio system. The Comcast costs include a one-time installation fee of \$44,000 and an ongoing monthly fee of \$13,500 for a period of ten years. To date, DMA has paid Comcast \$70,550.</p> <p>DMA also expended approximately \$60,000 in various recurring and non-recurring costs associated with radio system implementation, wireless 9-1-1 implementation and other 9-1-1 related activities. These costs include utilities, legal fees, and accountant fees. Another recurring cost anticipated that will require future expenditure of wireless surcharge funds is insurance for the DMA radio system, which has been quoted at \$12,345 annually. In addition, DMA's purchase of its radio system was funded by a qualified financing obligation. DMA has pledged its landline 9-1-1 surcharge revenue to repay that qualified obligation but anticipates that its wireless 9-1-1 revenue may be needed for that purpose as well.</p> <p>Three PSAPs are currently 20-digit ready. Seven PSAPs will require an equipment upgrade quoted at approximately \$5,500 to become 20-digit ready. The remaining six PSAPs will require equipment replacement that has been quoted at approximately \$55,000 to become 20-digit ready. At present, DMA anticipate that each PSAP will be forced to incur these costs individually, without contribution from the wireless 9-1-1 surcharge revenue.</p>
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WAYNE COUNTY—CONFERENCE OF EASTERN WAYNE—reported as of 7/17/01

Receipts as of 03/01	Wireless Costs Incurred	Wireless Expenditures
\$35,553	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/in discussion stage with CMRS suppliers.
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Comments:	
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WEXFORD COUNTY—reported as of 6/6/01

Receipts as of 8/15/01	Wireless Costs Incurred	Wireless Expenditures
\$86,983	0	0

Surcharge Recommendation:	none
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Phase I Status:	Requested/in process (county needs to upgrade their technology to accept 20-digit).
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Comments:	Plan to use wireless funding for replacement of 9-1-1 system to accommodate wireless calls, new CAD system, mapping, etc. Projected cost to upgrade and comply with Phase I and II is \$420,000. Overall cost to Wexford County will be significantly higher than revenue being received from wireless surcharge. Future wireless revenue will be utilized to maintain and assist with equipment replacement, as it becomes necessary.
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<p>Emergency Telephone Service Committee 2001 Report to the Michigan Legislature</p> <p>P.A. 78 of 1999</p>

Public Acts of 1999
 Approved by the Governor
 June 28, 1999
 Filed with the Secretary of State
 June 28, 1999
 EFFECTIVE DATE: June 28, 1999
 STATE OF MICHIGAN
 90TH LEGISLATURE
 REGULAR SESSION OF 1999

Introduced by Reps. Scranton, DeHart, Birkholz, Howell, LaSata, Garcia, Caul, Middaugh and Bovin

ENROLLED HOUSE BILL No. 4658

AN ACT to amend 1986 PA 32, entitled "An act to provide for the establishment of emergency telephone districts; to provide for the installation, operation, modification, and maintenance of universal emergency number service systems; to provide for the imposition and collection of certain charges; to provide the powers and duties of certain state agencies, local units of government, public officers, telephone service suppliers, and others; to create an emergency telephone service committee; to provide remedies; to provide penalties; and to repeal certain parts of this act on specific dates," by amending section 201 (MCL 484.1201), as amended by 1994 PA 29, and by adding sections 407, 408, 409, 410, 411, and 412; and to repeal acts and parts of acts.

The People of the State of Michigan enact:

Sec. 201. Except as provided in sections 407 to 412, a universal emergency number service system shall not be implemented pursuant to this act unless a tariff exists for each service supplier designated by the final 9-1-1 service plan to provide 9-1-1 service in the universal emergency number system.

Sec. 407. (1) The CMRS emergency telephone fund is created within the state treasury to provide money to implement the wireless emergency service order and this act.

(2) The state treasurer may receive money or other assets from any source for deposit into the fund. Money may be deposited into the fund by electronic funds transfer. The state treasurer shall direct the investment of the fund. The state treasurer shall credit to the fund interest and earnings from fund investments. The state treasurer shall establish restricted subaccounts within the fund for each of the categories listed in section 409(1)(a) to (e).

(3) Money in the fund at the close of the fiscal year shall remain in the fund and shall not lapse to the general fund.

(4) The department of treasury shall expend money from the fund, upon appropriation, only as provided in this act. The disbursement of money may be by electronic funds transfer.

(5) The auditor general shall audit the fund at least annually.

Sec. 408. (1) Until 2 years after the effective date of this section, a CMRS supplier or a reseller shall include a service charge of 55 cents per month for each CMRS connection that has a billing address in this state. Beginning 2 years after the effective date of this section, a CMRS supplier or a reseller shall include a service charge of 52 cents per month for each CMRS connection that has a billing address in this state. The CMRS supplier or reseller shall list the service charge as a

separate line item on each bill. The service charge shall be listed on the bill as the "emergency 9-1-1 charge".

(2) Except as provided in this section, the money collected as the service charge under subsection (1) shall be deposited in the CMRS emergency telephone fund created in section 407 not later than 30 days after the end of the quarter in which the service charge was collected.

(3) From each service charge billed under subsection (1), each CMRS supplier or reseller who billed the customer shall retain $\frac{1}{2}$ of 1 cent to cover the costs of billing and collection as the only reimbursement from this charge for billing and collection costs.

(4) A CMRS supplier or reseller is not liable for an uncollected service charge billed under subsection (1) for which the CMRS supplier or reseller has billed the CMRS user. If only a partial payment of a bill is received by a CMRS supplier or reseller, the CMRS supplier or reseller shall credit the amount received as follows in priority order:

(a) For services provided.

(b) For the reimbursement under subsection (3).

(c) For the balance of the service charge.

(5) Amounts received under subsection (4) (c) shall be forwarded to the CMRS emergency telephone fund created in section 407. Any uncollected portion of the service charge that is not received shall be billed on subsequent billings and, upon receipt, amounts in excess of the reimbursement under subsection (3) shall be forwarded to the CMRS emergency telephone fund created in section 407. The service charge paid by a CMRS user is not subject to a state or local tax.

(6) A CMRS supplier or reseller shall implement the billing provisions of this section not later than 120 days after the effective date of this section.

Sec. 409. (1) All money collected and deposited in the CMRS emergency telephone fund created in section 407 shall be distributed as follows:

(a) Twenty-five cents of each monthly service charge collected under section 408 shall be disbursed to reimburse CMRS suppliers licensed by the federal communications commission for providing and installing equipment that implements the wireless emergency service order and this act.

(b) Except as provided in subsection (4), 10 cents of each monthly service charge collected under section 408 shall be disbursed equally to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and this act. Money received by a county under this subdivision shall only be used to implement the wireless emergency service order and this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general to implement the wireless emergency service order and this act shall be repaid to the fund.

(c) Except as provided in subsection (4), 15 cents of each monthly service charge collected under section 408 shall be disbursed on a per capita basis to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and this act. The committee shall certify to the department of treasury annually which counties have a final 9-1-1 plan in place. The most recent census conducted by the United States census bureau shall be used to determine the population of each county in determining the per capita basis in this subdivision. Money received by a county under this subdivision shall only be used to implement the wireless emergency service order and this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general to implement the wireless emergency service order and this act shall be repaid to the fund.

(d) One and one-half cents of each monthly service charge collected under section 408 shall be available to PSAPs for training personnel assigned to 9-1-1 centers. A written request for

money from the fund shall be made by a public safety agency or county to the committee. The committee shall semiannually authorize distribution of money from the fund to eligible public safety agencies or counties. A public safety agency or county that receives money under this subdivision shall create, maintain, and make available to the committee upon request a detailed record of expenditures relating to the preparation, administration, and carrying out of activities of its 9-1-1 training program. Money expended by an eligible public safety agency or county for a purpose considered unnecessary or unreasonable by the committee or the auditor general shall be repaid to the fund. Money shall be disbursed to an eligible public safety agency or county for training of PSAP personnel through courses certified by the commission on law enforcement standards only for either of the following purposes:

- (i) To provide basic 9-1-1 operations training.
 - (ii) To provide in-service training to employees engaged in 9-1-1 service.
- (e) Until 2 years after the effective date of this section, three cents of each monthly service charge collected under section 408 shall be used by the department of state police to fund priority issues of 9-1-1 coverage. The department of state police shall annually prepare a list of projects in priority order that the department of state police recommends for funding under this subdivision. The legislature shall annually approve these projects by law. If a project provides infrastructure or equipment for use by CMRS suppliers, the department of state police shall charge a reasonable fee for use of the infrastructure or equipment. Fees collected under this subdivision shall be deposited in the fund and used for the purposes of this subdivision.
- (2) Money received by a county under subsection (1)(b) and (c) shall be distributed by the county to the primary PSAPs geographically located within the 9-1-1 service district by 1 of the following methods:
- (a) As provided in the final 9-1-1 service plan.
 - (b) If distribution is not provided for in the 9-1-1 service plan under subdivision (a), then according to any agreement for distribution between a county and a public agency.
 - (c) If distribution is not provided for in the 9-1-1 service plan under subdivision (a) or by agreement between the county and public agency under subdivision (b), then according to the population within the geographic area for which the PSAP serves as primary PSAP.
 - (d) If a county has multiple emergency telephone districts, money for that county shall be distributed as provided in the emergency telephone districts' final 9-1-1 service plans.
- (3) If a county with a final 9-1-1 plan in place does not accept 9-1-1 calls through the direct dispatch method, relay method, or transfer method from a CMRS user, the revenues available to the county under subsection (1) shall be disbursed to the public agency or county responsible for accepting and responding to those calls.
- (4) Beginning 1 year after the effective date of this section, a county is not eligible to receive disbursements under subsection (1)(b) or (c) unless the county is in compliance with the wireless emergency service order and this act.

Sec. 410. (1) The committee shall appoint a subcommittee to review expenditures from the CMRS emergency telephone fund created in section 407. The subcommittee shall consist of the member of the committee representing the department of state police provided for in section 712, who shall be the chairperson of the subcommittee, and all of the following:

- (a) The member of the committee who represents a commercial mobile radio service as provided for in section 713(1).
- (b) One member of the committee who represents a public safety agency who is not associated with the service supplier industry.

- (c) The member of the committee who represents the Michigan association of counties as appointed under section 713(1).
- (d) One member appointed by the chairperson of the committee who represents the commercial mobile radio service industry but who is not a member of the committee.

(2) A majority of the members of the subcommittee created under subsection (1) constitute a quorum for the purpose of conducting business and exercising the powers of the subcommittee. Official action of the subcommittee may be taken upon a vote of a majority of the subcommittee members. The chairperson of the subcommittee shall not have a vote unless the other members of the subcommittee cast a tie vote.

(3) The subcommittee created in subsection (1) shall review invoices submitted by CMRS suppliers for reimbursement from the CMRS emergency telephone fund created in section 407 in accordance with the wireless emergency service order and this act and shall make recommendations to the committee regarding approval or disapproval of payment on the invoice. The subcommittee may recommend to the committee approval of payment of an expense of a CMRS supplier before the expense is incurred. Before review by the subcommittee, the staff assigned by the department of state police to assist the committee, as provided for under section 714, shall remove all information that identifies the CMRS supplier submitting the invoice. The subcommittee shall review the validity of the invoices and recommend approval or disapproval to the committee. Upon receipt of recommendations from the subcommittee, the committee shall review and approve or disapprove the invoices and authorize payment of approved invoices.

(4) An invoice shall not be approved for payment of either of the following:

- (a) An expense that is not related to complying with the wireless emergency service order and this act.
- (b) An expense that exceeds 125% of the CMRS emergency telephone charges submitted by a CMRS supplier unless the expense was recommended for approval by the subcommittee created in subsection (1) before the expense was incurred.

(5) Notwithstanding section 716, specific information submitted by a CMRS supplier under this section is exempt from the freedom of information act, 1976 PA 442, MCL 15.231 to 15.246, and shall not be released by the chairperson or any member of the committee or their staff without the permission of the CMRS supplier that submitted the information. However, information submitted by CMRS suppliers under this section may be released in the aggregate if the number of CMRS users or the expenses and revenues of a CMRS supplier cannot be identified.

Sec. 411. (1) A CMRS supplier may use money received from the CMRS emergency telephone fund created in section 407 for monthly recurring costs, start-up costs, and nonrecurring costs associated with installation, service, software, and hardware necessary to comply with the wireless emergency service order and this act.

(2) If the total amount from the invoices approved for payment under section 410 exceeds the amount remaining in the CMRS emergency telephone fund created in section 407 in any quarter, all CMRS suppliers that have submitted invoices and that are approved by the committee to receive payment shall receive a pro rata share of the money in the fund that is available in that quarter. Any unpaid balance shall be carried over to the following quarter until all of the approved payments are made.

Sec. 412. (1) The committee shall conduct and complete a cost study and make a report on the service charge required in section 408 not later than April 30, 2000, and August 30 annually after 2000. The report of the study shall include at a minimum all of the following:

- (a) The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.
- (b) The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.

- (c) The service charge required in section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.
- (d) A description of any commercial applications developed as a result of implementing this act.
- (e) A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.

(2) The committee shall deliver the report of the study prepared under subsection (1) to the secretary of the senate, the clerk of the house of representatives, and the standing committees of the senate and house of representatives having jurisdiction over issues pertaining to telecommunication technology.

(3) Upon receipt of the report, the legislature must consider the findings of the report and determine whether an adjustment to the fee is necessary.

Enacting section 1. Section 408 of the emergency telephone service enabling act, 1986 PA 32, MCL 484.1408, as added by this amendatory act, is repealed effective January 1, 2004.

Enacting section 2. This amendatory act does not take effect unless all of the following bills of the 90th Legislature are enacted into law:

- (a) House Bill No. 4659.
- (b) Senate Bill No. 492.
- (c) Senate Bill No. 493.

This act is ordered to take immediate effect.

Clerk of the House of Representatives

Secretary of the Senate

Approved,

Governor

**Emergency Telephone Service Committee
2001 Report to the Michigan Legislature**

COMMITTEE MEMBERSHIP LISTING

Member Organization	Representative
Association of Public Safety Communications Officials	Ms. Suzan Hensel, Midland County Central Dispatch
Commercial Mobile Radio Service	Mr. Scott Temple, Cingular Wireless
Department of Consumer and Industry Services	Mr. John Patrick, Director of Office Services
Department of State Police <i>serving as Chair for 2001</i>	Lt. Col. Stephen Madden, Uniform Services Bureau
Deputy Sheriffs' Association	Lt. Jim Hull, District Representative
Fraternal Order of Police	Mr. John Buczek, Executive Director
Governor's Appointee, Public Member	Mr. John Hunt, SBC Communications
House Appointee, Public Member	Mr. Charles Nystrom, Barry County Central Dispatch
Michigan Association of Ambulance Services	Mr. Dale Berry, Huron Valley Ambulance
Michigan Association of Chiefs of Police	Chief James Bartholomew, Whitehall Police Department
Michigan Association of Counties	Mr. Hugh Crawford, Oakland County Commissioner
Michigan Communications Directors Association	Mr. Ralph Gould, Grand Rapids Police Department
Michigan Association of Fire Chiefs	Chief Paul Trinka, Adrian Fire Department
Michigan Professional Firefighters Union	Mr. Paul Hufnagel, President
Michigan Public Safety Commission	Ms. Marilyn Moore, MPSC Representative
Michigan Sheriffs' Association	Sheriff Dale Gribler, Van Buren County Sheriff's Department
Michigan State Police Troopers Association	Sgt. Mark Thompson, Vice President
National Emergency Number Association <i>serving as Vice Chair for 2001</i>	Mr. Paul Rogers, Eaton County Central Dispatch
Senate Appointee, Public Member	Chief William Corbett, Port Huron Police Department
Telecommunications Association of Michigan	Ms. Kelly Fennell, Ameritech
UP Emergency Medical Services Corp.	Mr. Robert Struck, Executive Director

<p>Emergency Telephone Service Committee 2001 Report to the Michigan Legislature</p> <p>SUBCOMMITTEE LISTINGS</p>

CMRS Subcommittee

Lt. Col. Stephen Madden, ETSC/MSP, Chair
 Mr. Scott Temple, ETSC/CMRS
 Mr. Hugh Crawford, ETSC/MAC
 Chief James Bartholomew, ETSC/MACP
 Mr. Paul Styler, CMRS

Dispatcher Training Subcommittee

Mr. Charles Nystrom, ETSC/House Appointee, Chair
 Ms. Suzan Hensel, ETSC/APCO
 Mr. Paul Rogers, ETSC/NENA
 Chief Paul Trink, ETSC/MI Assn. of Fire Chiefs
 Mr. Thomas Altland, Mason/Oceana County Central Dispatch
 Ms. Dawn Adams, Muskegon County Central Dispatch
 Mr. John Bawol, Roscommon County Central Dispatch
 Mr. Richard Beltnik, Isabella County Central Dispatch
 Mr. James Bolger, Grand Valley State University
 Mr. William Charon, Ionia County Central Dispatch
 Ms. Ellie Florn, Westland P.D.
 Mr. James Fyvie, Clinton County Central Dispatch
 Ms. Harriet Miller-Brown, Allegan County Central Dispatch
 Ms. Christina Russell, Oakland County
 Mr. Craig Swenson, Washtenaw Central Dispatch
 Ms. Connie Ross, Department of Treasury
 Mr. Dale Rothenberger, MCOLES
 Mr. Joseph VanOosterhout, Marquette County Central Dispatch

Legislative Action Subcommittee

Lt. Col. Stephen Madden, ETSC/MSP, Chair
 Mr. Dale Berry, ETSC/MAAS
 Sheriff Dale Gribler, ETSC/MSA
 Ms. Suzan Hensel, ETSC/APCO
 Ms. Marilyn Moore, ETSC/MPSC
 Mr. Charles Nystrom, ETSC/House Appointee
 Mr. Paul Rogers, ETSC/NENA
 Mr. Scott Temple, ETSC/CMRS
 Ms. Dawn Adams, Muskegon County Central Dispatch
 Ms. Regina Bell, Ameritech
 Ms. Marsha Bianconi, Conference of Western Wayne
 Ms. Patricia Coates, Oakland County CLEMIS
 Mr. Robert Currier, Intrado
 Mr. James Fyvie, Clinton County Central Dispatch
 Mr. Andrew Goldberger, St. Joseph County Central Dispatch
 Mr. Dave Green, Verizon
 Ms. Jennifer Greenburg, TAM
 Ms. Cathy McCormick, Community EMS
 Ms. Harriet Miller-Brown, Allegan County Central Dispatch
 Mr. Mike Sexton, NENA
 Mr. David Vehslage, Verizon

Policy Subcommittee

Mr. John Hunt, ETSC/Governor's Appointee, Chair
Mr. Dale Berry, ETSC/MAAS
Mr. John Patrick, ETSC/DCIS
Mr. Paul Rogers, ETSC/NENA
Mr. Richard Beltnick, Isabella County 9-1-1
Mr. James Fyvie, Clinton County Central Dispatch
Mr. James Peltier, Alpena County

Recertification Subcommittee

Ms. Suzan Hensel, ETSC/APCO, Chair
Mr. Charles Nystrom, ETSC/House Appointee
Mr. Scott Temple, ETSC/CMRS

Resource (Call) Management Subcommittee
(inactive)

Wireless Implementation Subcommittee

Ms. Susan Hensel, ETSC/APCO, Chair
Mr. Ralph Gould, ETSC/MCDA
Mr. John Hunt, ETSC/Governor's Appointee
Mr. Charles Nystrom, ETSC/House Appointee
Mr. Paul Rogers, ETSC/NENA
Mr. Scott Temple, ETSC/CMRS
F/Lt. Daniel Bateman, MSP Metro Dispatch
Ms. Marsha Bianconi, Conference of Western Wayne
Ms. Patricia Coates, CLEMIS, Oakland County
Mr. Bob Currier, Intrado
Mr. Andrew Goldberger, St. Joseph County
Mr. David Green, Verizon
Ms. Kathy Neubauer, Troy P.D.
F/Lt. Shirley Razmus, MSP Rockford Post
Sgt. Joseph Rebh, Farmington Hills P.D.
Ms. Christina Russell, Oakland County
Mr. Mike Sexton, NENA
Ms. Susan Sherwood, Sprint PCS
Mr. Joseph VanOosterhout, Marquette County Central Dispatch
Ms. Ann Weaver, Southfield P.D.

**Emergency Telephone Service Committee
2001 Report to the Michigan Legislature
2000-2001 MEETING MINUTES**



**EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING
Amway Grand Plaza Hotel
Grand Rapids, Michigan**

**May 24, 2000
10:00 a.m.**

MEMBERS PRESENT	REPRESENTING
Sheriff Richard Germond, Vice Chair	Michigan Sheriffs' Association
Mr. Don Adams	Michigan Association of Ambulance Services
Capt. Jim Carmody, rep. Chief William Corbett	Public Member, Senate Appointed
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Mr. Don Jensen	Michigan Association of Counties
Mr. Nathan McClure	National Emergency Number Association
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Capt. John Leich, rep. Chief Fred Rogers	Michigan Association of Chiefs of Police
Ms. Christina Russell	Michigan Communications Directors Association
Mr. Scott Temple	Commercial Mobile Radio Service
Chief Paul Trinka	Michigan Association of Fire Chiefs

MEMBERS ABSENT	REPRESENTING
Lt. Col. Stephen Madden, Chair	Department of State Police
Mr. John Buczek	Fraternal Order of Police
Tpr. David DeVries	Michigan State Police Troopers Association
Ms. Suzanne Springsteen	Telecommunications Association of Michigan
Mr. Robert Struck	UP Emergency Medical Service Corp.

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Sheriff Germond at 10 a.m.

APPROVAL OF MINUTES

MOTION to approve the minutes of the March 15, 2000, ETSC meeting. A vote was taken and the motion carried.

REPORTS

A. REPORT OF THE VICE CHAIR

New Committee Member

The Telecommunications Association of Michigan has appointed Ms. Suzanne Springsteen to serve as its representative to the ETSC, replacing Mr. Robert Reynolds who retired recently.

2000 Report to the Legislature

The 2000 Report to the Legislature on the Implementation of Wireless E9-1-1 was completed and submitted to the appropriate individuals prior to the April 30 due date. The report is posted on the ETSC web site or copies may be obtained by contacting Linda Cwiek or Denise Fox.

Certification of Counties for First Year Distribution

The ETSC has certified 82 counties as eligible to receive funds for first year distribution. Only Gogebic County was not certified, as it does not yet have a final 9-1-1 plan in place. To date, 81 counties have submitted letters to the Department of Treasury requesting wireless funds. Contact is being made with the remaining county (Oscoda County) to determine if they plan to submit a request for funds.

Distribution of Funds

Senate Bill 968 contains the supplemental for the departments of Treasury and State Police. It is anticipated this bill will move through the legislative process within the next few weeks. Once this bill passes, the process to begin distribution of funds to counties can begin. Counties and PSAPs will be apprised of the distribution date for the first quarter funds as soon as it is known. Total amount collected for this first distribution was close to \$3 million. It is believed this amount is low due to the start-up process of implementing the legislation.

B. POLICY SUBCOMMITTEE

Mr. John Hunt reported that the Policy Subcommittee has drafted a proposed revision to ETSC Policy E "Emergency Medical Services Dispatching." Committee members were provided with a copy of the draft. Comments may be forwarded to Mr. Hunt or Tpr. David DeVries. This issue will be formally addressed at the next ETSC Meeting.

C. RESOURCE MANAGEMENT SUBCOMMITTEE

Trooper DeVries was not present at this meeting. Sheriff Germond reported that this subcommittee has also been reviewing Policy E and the proposed revisions.

D. DISPATCHER TRAINING AND CERTIFICATION SUBCOMMITTEE

Mr. Nate McClure reported that this subcommittee is reevaluating its proposed model in light of support staff limitations. There is no new information to report at this time.

E. WIRELESS IMPLEMENTATION SUBCOMMITTEE

Ms. Suzan Hensel reported that this subcommittee has met twice since the last ETSC meeting and has focused its efforts on four main issues: creating a draft letter for requesting Phase I wireless service; compiling of a wireless 9-1-1 implementation checklist for use by PSAP managers; creating a sample service agreement/contract; and discussing the need for a wireless 9-1-1 implementation consultant.

Committee members were provided with a sample letter of a formal request for Phase I implementation to be sent to CMRS suppliers and a wireless implementation checklist for PSAP managers, as suggested by NENA National. The subcommittee suggests the checklist be sent to PSAP managers along with the sample letter of request. This checklist is an education/guidance tool and is intended to be a living document that can be changed as feedback is received from those going through the implementation process. Committee members were asked to review these two documents and be prepared to take formal action on them at the next ETSC Meeting.

The subcommittee will discuss sample service agreement/contract documentation at its next meeting scheduled for the end of June.

F. CMRS SUBCOMMITTEE REPORT

Mr. Jensen reported that on March 20 a letter was sent to all known CMRS providers in Michigan. This letter included information regarding the wireless legislation, the CMRS Subcommittee, and Guidelines for Submission of CMRS invoices. These guidelines are also available on the ETSC web site. To date, no requests for reimbursement have been received from CMRS suppliers.

DISCUSSION

A. AUDITING OF WIRELESS FUNDS

A brief discussion was held on the auditing process for wireless funds. Although accounting methods may be different in each county, counties are required to provide the ETSC with information regarding how wireless funds are spent. Mr. McClure suggested that counties be permitted to handle this as they deem appropriate unless problems arise. Mr. Nystrom suggested that minimum guidelines of what is expected be provided to the counties. Michigan State Police staff will continue discussions with the Department of Treasury staff and county/PSAP representatives to address this issue.

B. REQUIREMENTS FOR SECOND YEAR CERTIFICATION

Committee members were provided with correspondence Lt. Colonel Madden's office received from Ingham and Genesee counties questioning the requirements for second-year certification. Criteria to be used for certification must be disseminated to counties and PSAPs well in advance of the May 2001 certification process. This issue will be formally addressed at the next ETSC meeting.

PUBLIC COMMENT

Wireless Surcharge CDPD (Cellular Digital Packet Data)

Ms. Patricia Coates, Emergency Operations Administrator, Oakland County, asked to address the ETSC regarding the \$.55 fee being charged on CDPD modems. CDPD is being used by an increasing number of businesses for a variety of purposes, such as dispatching personnel and tracking vehicles. All public safety agencies in Oakland County are transitioning to this and, within five years, the County expects to have over 800 lines. Oakland County questions the appropriateness of charging the \$.55 fee on each of these modems as they are incapable of dialing 9-1-1 and, therefore, receive no service from the fee. Ameritech attorneys have advised the County that they believe the legislation requires the billing of CDPDs. Ms. Coates requests the ETSC look at this issue and consider requesting an interpretation from the Attorney General's Office.

Mr. Jensen recommended the ETSC pursue this as it is an important issue. Mr. Ralph Gould (Grand Rapids Police Department) stated that future enhancements to this technology may include the transmission of voice data, making it capable of dialing 9-1-1 and making the \$.55 fee appropriate. Mr. McClure recommended the Committee take a long-term approach to addressing the concern.

Costs Associated with Wireless Implementation

Some municipalities are in the process of developing next year's budget without knowing the impact of wireless E9-1-1 implementation (how many more calls will be received, the additional number of dispatchers needed, etc.). An attendee from Livonia asked if the ETSC could assist in determining the costs involved and provide the additional funding needed. Sheriff Germond

advised that this is a statewide issue and there are no answers at this time. Mr. Steve Todd, Director of the Ottawa County Central Dispatch, stated that one out of every three calls in his county currently come from wireless phones. Metropolitan areas most likely have a higher wireless call ratio and should prepare accordingly. Ms. Hensel commented that the Checklist proposed by the Wireless Implementation Subcommittee contains a listing of issues that need to be considered in the implementation and budget process, and this should assist PSAPs in their planning.

Long Distance Carrier Changes ("Slamming")

Mr. Steve Todd, Ottawa County Central Dispatch, reported that his dispatch center recently had its long distance carrier changed overnight without their knowledge. This illegal practice has been commonly referred to as "slamming." Center employees could not dial outside of their LATA which is a necessary function for the Center and which meant they could not report a malfunction in their ANI/ALI system. Mr. Todd encouraged the ETSC to consider a proactive stance, such as promoting legislation, to protect 9-1-1 centers.

NEXT MEETING

Wednesday, July 26, 2000, beginning at 10 a.m. in Classroom C-1 of the Michigan State Police Training Academy, 7426 North Canal Road, Lansing, Michigan.

The meeting adjourned at 10:45 a.m.

Approved:

Richard Germond, Vice Chair
Emergency Telephone Service Committee



EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING
Michigan State Police Training Academy
Lansing, Michigan

July 26, 2000
10:00 a.m.

MEMBERS PRESENT	REPRESENTING
Lt. Col. Stephen Madden, Chair	Department of State Police
Sheriff Richard Germond, Vice Chair	Michigan Sheriffs' Association
Mr. John Buczek	Fraternal Order of Police
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Mr. Don Jensen	Michigan Association of Counties
Mr. Nathan McClure	National Emergency Number Association
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Chief Fred Rogers	Michigan Association of Chiefs of Police
Ms. Christina Russell	Michigan Communications Directors Association
Ms. Suzanne Springsteen	Telecommunications Association of Michigan
Mr. Scott Temple	Commercial Mobile Radio Service
Lt. Mike Zorza, rep. Mr. Robert Struck	UP Emergency Medical Service Corp.
Chief Paul Trinka	Michigan Association of Fire Chiefs

MEMBERS ABSENT	REPRESENTING
Mr. Don Adams	Michigan Association of Ambulance Services
Chief William Corbett	Public Member, Senate Appointed
Tpr. David DeVries	Michigan State Police Troopers Association
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 10 a.m.

APPROVAL OF MINUTES

MOTION to approve the minutes of the May 24, 2000, ETSC meeting. A vote was taken and the MOTION CARRIED.

REPORTS

A. REPORT OF THE CHAIR

Committee Membership

The Telecommunications Association of Michigan appointed Ms. Suzanne Springsteen to serve as its representative to the ETSC, replacing Mr. Robert Reynolds who retired. Lt. Colonel Madden welcomed Ms. Springsteen to her first ETSC Meeting.

Mr. Nate McClure announced that he will be leaving his current position with Muskegon County Central Dispatch effective July 31, 2000, to accept a position in the private sector. Mr. McClure will also resign as the NENA representative to the ETSC effective this same date. Mr. McClure volunteered to continue his position as chair of the Dispatcher Training and Certification Subcommittee until the subcommittee's recommendations have been accepted by the ETSC. Committee members accepted Mr. McClure's gracious offer. Lt. Colonel Madden thanked Mr. McClure for his service to the ETSC and the 9-1-1 community in Michigan over the past several years. Mr. McClure's leadership has helped bring the ETSC where it is today. He was very actively involved in the committee's 1998-1999 legislative efforts.

Distribution of Funds to Counties

Committee members were provided with a copy of the letter that was sent to the Department of Treasury certifying 82 counties as eligible to receive funds for first-year distribution. Only Gogebic County was not certified as it does not have a final 9-1-1 plan in place.

First quarter distribution to counties totals \$1,352,297. Checks should be mailed to counties within the next day or two. A copy of the Department of Treasury's report of distribution amounts by county was distributed to the committee. Second quarter distribution is estimated to be \$2,079,408 and is expected to be made around the end of August 2000. The Department of Treasury report for August has not been finalized; however, a copy was distributed to committee members in draft form.

In order to better track the implementation of Phase I, a letter will be sent to counties asking them to notify the ETSC when they submit their request for service to CMRS providers.

Requirements for Second Year Certification

Section 409 (4) of the emergency telephone service enabling act states: "Beginning 1 year after the effective date of this section, a county is not eligible to receive disbursements under subsection (1) (b) or (c) unless the county is in compliance with the wireless emergency service order and this act." The ETSC has repeatedly been asked how 9-1-1 plans may be effectively amended to bring them in line with the 1999 changes. Based on advice received from the Attorney General's office, Lt. Colonel Madden offered the following motion:

MOTION by Lt. Colonel Madden: "It is the interpretation of the ETSC that an existing final 9-1-1 service plan may be amended to include implementing the wireless emergency service order, provided that the amendment(s) follow the procedural steps described in Sections 301-310 of 1986 P.A. 32, as amended, in its entirety."

Mr. Nystrom questioned whether the motion should indicate that the service plan "must" be amended rather than "may" be amended. It was pointed out that those counties that have recently drafted their first 9-1-1 service plan and included wireless implementation do not need to amend their plans. Other counties have already reopened their plans to include wireless. After discussion by the committee, Mr. McClure offered the following amended motion with clarifying language:

AMENDED MOTION BY MR. McCLURE: "A county must have in place a final 9-1-1 service plan which includes implementation and compliance with the wireless emergency service order and 1986 P.A. 32, as amended. It is the interpretation of the ETSC that an existing final 9-1-1 service plan may be amended to include implementing the wireless emergency service order, provided that the amendment(s) follow the procedural steps described in Sections 301-310 of 1986 P.A. 32, as amended, in their entirety." MOTION CARRIED UNANIMOUSLY.

Correspondence will be forwarded to counties and PSAPs advising them of the committee's position on this matter. A subcommittee will be established to review final 9-1-1 service plans for compliance for second year certification. Subcommittee members include

Ms. Hensel (chair), Mr. Nystrom, Mr. Temple, and Mr. Steve Todd. Others interested in participating are asked to contact Ms. Hensel or Ms. Linda Cwiek.

Letter from Midland County

Lt. Colonel Madden shared with committee members a letter received from Mr. Lawrence Smith, corporation counsel for Midland County. Mr. Smith requests the committee's "interpretation of Section 484-320 as it impacts an authority created before the 1994 amendments, which remains out of compliance with those amendments." Lt. Colonel Madden advised this letter has been forwarded to the Attorney General's Office for assistance and advice in responding to this inquiry.

2-1-1; 3-1-1; 5-1-1; 7-1-1

Recently passed state HB 5721 includes the provision that the Michigan Public Service Commission (MPSC) assign the telephone digits 2-1-1 to community resource information and referral answering points. The new legislation is being reviewed by MPSC at this time.

On July 21 the Federal Communications Commission (FCC) approved the designation of 2-1-1 to be used by community service organizations, including the United Way, to help the public obtain free information about shelters, food programs, counseling services, and battered women's shelters; 5-1-1 for travel-related information, including road construction and congestion points; and 7-1-1 to connect the hearing and speech impaired on landline, wireless, or pay phones with operators to help them carry out conversations with others. At this point, it is too soon to determine the impact in Michigan.

The City of Detroit has implemented 3-1-1 as a non-emergency contact number for public safety services. The calls ring into the Telephone Crime Reporting Unit of the Detroit Police Department. Lt. Colonel Madden asked Ms. Helen Everett from the Detroit Police Department to provide him with information regarding this program and how it's working.

It was also reported that Saginaw County just approved the use of 2-1-1 and 3-1-1.

Mr. Mike Sexton, Ameritech, volunteered to have someone from Ameritech contact Lt. Colonel Madden to provide information on the technical aspects of implementing 3-1-1.

B. POLICY SUBCOMMITTEE (Policy E Revision)

Policy E originated several years ago as the result of a primarily law enforcement concern between sheriffs and the state police. The word "appropriate" was included in the legislation to clarify the intent of "closest." For example, it would not be appropriate to dispatch city police officers to calls outside the city limits where they have no jurisdiction.

The Policy Subcommittee was charged with reviewing Policy E to determine whether it should be revised to better address issues involving fire and EMS dispatching. Mr. Paul Rogers provided the subcommittee's report and their proposed revision to Policy E. Considerable debate occurred at the subcommittee level before the draft was finalized. The proposed revision indicates that local contractual agreements between municipalities and ambulance/fire services may need to be taken into account when dispatching emergency services, and clarifies that the Public Health Code cites are included as references only.

A lengthy discussion was held at this meeting with comments offered, by both ETSC members and audience members, regarding Policy E and the potential impact of the revised language. Mr. Rogers clarified that the intent of the change is to recognize that local dispatch centers must take into consideration binding contracts. For example, if a jurisdiction has a millage that promises its citizens a certain number of ambulances, that jurisdiction cannot send an ambulance outside its jurisdiction if it would cause their number of ambulances to drop below the guaranteed number.

Several committee members and attendees expressed their belief that the existing policy is sufficient and no revision is needed. Mr. Patrick advised that he believes the proposed revision is in conflict with the rules of the Health Facilities Services Administration, Emergency Medical Services. He stated that the existing Policy E, along with the medical control authority and Department of Consumer and Industry Services rules, are sufficient direction to enable dispatch centers to make appropriate decisions. Sheriff Germond and Lieutenant Zorza stated that decisions regarding level of service and where it comes from should be made at the local level. Local communities, 9-1-1 boards, and medical control authority boards should make these determinations. Ms. Cathy McCormick, Communications Director for Community EMS, read a statement into the record urging the Committee to carefully consider why it is "contemplating changing something that does not appear to be broken." (A complete copy of Ms. McCormick's statement is on file and available for review upon request.)

MOTION by Mr. McClure that this matter be tabled. MOTION CARRIED.

C. DISPATCHER TRAINING AND CERTIFICATION SUBCOMMITTEE

Mr. McClure provided the subcommittee's report. The original proposal drafted by the subcommittee was determined to be too costly to implement. Mr. McClure and Ms. Russell met with Lt. Colonel Madden, Mr. Ray Beach, and Ms. Cwiek on June 19 to discuss alternatives. Revised recommendations have been prepared and circulated to subcommittee members and they will meet following this ETSC meeting. Mr. McClure hopes to be able to present finalized recommendations to the full ETSC for adoption at its next meeting.

The model under consideration provides for reimbursement for tuition costs only. The amount of available funds would be published semiannually. The ETSC, upon recommendation of the Training Subcommittee, would establish a list of eligible classes and forward it to MCOLES for certification in compliance with the legislation. Agencies would then submit evidence of compliance along with requests for reimbursements. Due to the limited funds available, it is being recommended that reimbursements be made for tuition only; travel expenses would not be eligible for reimbursement. This will also reduce the opportunity for misuse of funds and reduce administrative costs.

D. WIRELESS IMPLEMENTATION SUBCOMMITTEE

Ms. Hensel provided the subcommittee's report. ETSC members were provided with: (1) a sample letter of a formal request for Phase I implementation to be sent to CMRS suppliers; (2) a wireless implementation checklist; and (3) a draft service agreement. The subcommittee recommends these three documents be distributed to counties and PSAP managers for their use.

The sample letter and wireless implementation checklist were approved by the committee for distribution.

Considerable discussion followed regarding the draft service agreement. The purpose of the document is to provide a workable product that counties can use to assist them in the implementation process. Service agreements are not required as part of the implementation process, however, this draft can serve as a guide for those who are interested in entering into one.

During the subcommittee's work on this document, the CMRS providers supported the overall intent of the draft, but expressed their strong disagreement to Article III and Attachment 1, Section 1 (k). A motion was made at the subcommittee meeting to not distribute this document today, but the motion failed. Letters were submitted to the ETSC from SBC Wireless, Inc. and AT&T Wireless Services expressing their strong objection to including this language in the draft service agreement.

At issue is a disagreement over which entity is responsible for the wireline trunks that interconnect the PSAP to the local exchange carrier's (LEC) router. The draft service agreement could be interpreted to mean that these costs are the responsibility of the wireless carrier. CMRS suppliers strongly disagree. Mr. Temple provided a brief technical overview of the issue. The CMRS position is that their responsibility ends at the LEC's router and that this equipment must be the responsibility of the PSAP. Mr. Temple stated that the precedent nationally is that this cost is the responsibility of the PSAP. Additionally, in support of his position, he quoted 1986 P.A. 32, as amended, Section 303 (3):

"The tentative 9-1-1 service plan shall require each public agency operating a PSAP under the 9-1-1 system to pay directly for all installation and recurring charges for terminal equipment, including customer premises equipment, association with the public agency's PSAP, and may require each public agency operating a PSAP under the 9-1-1 system to pay directly to the service supplier all installation and recurring charges for all 9-1-1 exchange and tie lines associated with the public agency's PSAP."

Mr. Lloyd Fayling, Genesee County Central Dispatch, inquired as to whether the subcommittee considered whether the technical surcharge would cover this cost. Mr. Mike Sexton, Ameritech, responded by stating that when a PSAP requests a system design change, some of the cost is passed on to the PSAP and some is borne by the LEC. If the cost of adding trunks is passed off as a technical cost, it may raise the technical surcharge assessed and the cost would be passed on to all wireline users in the county.

This appears to be a more significant issue for metropolitan areas. Seven Michigan counties have implemented Phase I without this additional cost, however, these are primarily rural counties. Ms. Patricia Coates, Oakland County, advised that their county's corporate counsel was asked to review the law. Their counsel's position is that the FCC order requires wireless carriers to deliver the call to the PSAP. They believe additional cost for trunklines in those larger counties that need to keep separate networks could exceed the amount of the county's available wireless funds and that wireless carriers can submit these costs to the ETSC for reimbursement.

Some counties are considering putting in separate trunklines to handle wireless calls to eliminate clogging the existing wireline network. The National NENA president, Norm Forshee, has stated that there may not be a need to add trunklines, as PSAPs "set the choke." Adding trunklines would also require additional trunk cards, consoles, etc., to handle the extra lines. There are workable solutions within a PSAP's existing network. Mr. Steve Todd, Ottawa County 9-1-1 Director and President of the Michigan Chapter of NENA, stated that he would not recommend a separate network that bypasses the existing network. National NENA cautions PSAP's to move carefully on this. The existing network can, for the most part, carry the load without a separate dedicated network.

Mr. Fayling asked if an additional trunkline could be added in the future, if the need is identified, and paid for with technical surcharge money. Mr. Sexton indicated that it could, based on the law today.

Lt. Colonel Madden stated that any service agreement must be negotiated between the county/PSAP and the industry. This document is a draft only. He suggested the committee consider two options: eliminate the objectionable sections from the draft or send the draft out in its current form with the two CMRS letters of objection attached. Mr. Temple supported distribution of the document with a notation expressing the CMRS objections and the CMRS letters attached. Sheriff Germond objected to including the letters. It was suggested that a caveat be added to the draft that indicates the CMRS objections to the cited sections and encourage users to consult their attorney.

MOTION by Mr. McClure that the ETSC accept the sample letter of a formal request for Phase I implementation, wireless implementation checklist, and draft service agreement with the caveat

included addressing the CMRS suppliers' concerns, and forward the three documents as a model to counties and PSAPs. MOTION PASSED UNANIMOUSLY.

E. CMRS SUBCOMMITTEE REPORT

Lt. Colonel Madden advised that no CMRS invoices have been received to date.

DISCUSSION

A. LISTING OF APPROPRIATE WIRELESS EXPENDITURES

Lt. Colonel Madden strongly encouraged the ETSC to approve putting together a list of appropriate expenditures for wireless funds. Lt. Colonel Madden believes this list will provide critically needed guidance to local communities and assist in simplifying the audit process.

MOTION by Lt. Colonel Madden that the Wireless Implementation Subcommittee be charged with developing a list of appropriate expenditures for wireless funds which, upon approval of the full ETSC, can be distributed to counties and PSAPs. MOTION CARRIED UNANIMOUSLY.

Ms. Hensel requested constructive comments on this issue be forwarded to her attention in a timely manner.

In response to questions from the audience, Lt. Colonel Madden clarified that counties must be able to track how their wireless funds are spent. Systems should be put in place now to ensure these funds can be appropriately tracked. Mr. Paul Rogers, Eaton County Central Dispatch, asked if the Department of Treasury has given any indication if wireless funds need to be accounted for separately. A Department of Treasury representative present at the meeting offered to check on this.

PUBLIC COMMENT

Telephone System Programmed to Dial 9-1-1

Mr. James Fyvie, Clinton County Central Dispatch, reported that there is an assisted living center in Clinton County interested in using a telephone system that automatically dials 9-1-1, then gives the dispatcher the option of pushing the "5" button on the console to activate an open speaker with the caller. Current Michigan law appears to prohibit such a system and Mr. Fyvie has taken the position that the call should be directed to a private central routing system where a determination can be made as to whether 9-1-1 should be contacted.

NEXT MEETING

Wednesday, September 6, 2000, beginning at 1 p.m. in the Educational Building, Ralph A. MacMullen Conference Center, Higgins Lake.

The meeting adjourned at 12:45 p.m.

Approved:

Stephen D. Madden, Chair
Emergency Telephone Service Committee



EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING
Ralph A. MacMullen DNR Conference Center
Higgins Lake, Michigan

September 6, 2000
1:00 p.m.

MINUTES

MEMBERS PRESENT	REPRESENTING
Lt. Col. Stephen Madden, Chair	Department of State Police
Sheriff Richard Germond, Vice Chair	Michigan Sheriffs' Association
Mr. Dale Berry	Michigan Association of Ambulance Services
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Mr. Don Jensen	Michigan Association of Counties
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Chief Fred Rogers	Michigan Association of Chiefs of Police
Ms. Christina Russell	Michigan Communications Directors Association
Ms. Suzanne Springsteen	Telecommunications Association of Michigan
Lt. Mike Zorza, rep. Mr. Robert Struck	UP Emergency Medical Service Corp.
Mr. Steve Todd	National Emergency Number Association
Chief Paul Trinka	Michigan Association of Fire Chiefs

MEMBERS ABSENT	REPRESENTING
Mr. John Buczek	Fraternal Order of Police
Chief William Corbett	Public Member, Senate Appointed
Tpr. David DeVries	Michigan State Police Troopers Association
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Mr. Scott Temple	Commercial Mobile Radio Service

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 1 p.m.

APPROVAL OF MINUTES

MOTION to approve the minutes of the July 26, 2000, ETSC meeting. A vote was taken and the MOTION CARRIED.

REPORTS

A. REPORT OF THE CHAIR

New Members

Mr. Dale Berry from Huron Valley Ambulance was welcomed to the committee as the new representative for the Michigan Association of Ambulance Services. Mr. Berry replaces Mr. Don Adams.

Mr. Steve Todd, Ottawa County Central Dispatch Director and President of the Michigan Chapter of NENA (National Emergency Number Association), attended this meeting in place of Mr. Nate McClure, who recently resigned. The NENA Board of Directors will appoint its new representative to the ETSC at its next meeting.

Article for Michigan Sheriffs' Association (MSA) and Michigan Association of Chiefs of Police (MACP) Newsletters

Lt. Colonel Madden advised that his office is drafting an article regarding wireless E9-1-1 implementation in Michigan for submission to the MSA and MACP newsletters. Chief Paul Trinkka asked that the article also be forwarded to the Michigan Association of Fire Chiefs.

Second Quarter Distribution of Funds

The second quarter distribution of funds was mailed to eligible counties on August 31. Third quarter payments are expected to be distributed around October 31, 2000. Amounts for third quarter distribution should be known by the end of September.

Surcharge Renewals

Ionia, Tuscola, Clinton, and Marquette counties were congratulated on passing 9-1-1 millage renewals in their August elections.

Mailing to County Commissioners; County 9-1-1 Coordinators; and PSAP Directors

As directed by the committee at the last meeting, correspondence was sent to the above-listed groups explaining the requirements for second year certification. Included with the letter were the documents prepared by the Wireless Implementation Subcommittee—the sample letter of a formal request for Phase I implementation; the wireless implementation checklist; and the draft service agreement. These documents may also be viewed on the ETSC website. Committee members and attendees were provided with a listing of counties that shows the date each requested Phase I service and the date Phase I service was implemented. Updates and corrections to this list should be forwarded to Ms. Linda Cwiek or Ms. Denise Fox.

Accounting of Wireless Funds

It was asked at the last meeting if the Department of Treasury has indicated if wireless funds need to be accounted for separately. Treasury is drafting a letter to counties regarding wireless E9-1-1 accounting and auditing. They have volunteered to include with this letter the list of allowable expenditures and any wording approved by the ETSC regarding auditing. Mr. Todd asked how counties with multiple PSAPs distribute their wireless funds and how they plan to audit. Responses received: in Genesee County the county comptroller distributes the funds to PSAPs based on population; Wayne County uses 1990 census figures to distribute their funds to PSAPs by population; and Oakland County is distributing radio equipment to its PSAPs (based on need) rather than cash.

B. DISPATCHER TRAINING AND CERTIFICATION SUBCOMMITTEE

Mr. Nate McClure provided this report and advised that the subcommittee was able to come to general agreement on all but a couple of issues. The subcommittee recommends:

1. Minimum training and certification standards be adopted.
2. Initially, only basic telecommunicator training which complies with APCO Project 33 standards will be funded.

3. Agencies be encouraged to adopt a policy that all newly hired telecommunicators successfully complete a training program meeting the adopted standards before assignment in any capacity where the telecommunicator is allowed to answer emergency calls or is in a position to make dispatching decisions, except as part of a formal communications training officer (CTO) program.
4. PSAPs be encouraged to adopt a formal CTO program as part of their training process.
5. **IF** a PSAP authorizes emergency first aid instructions over the telephone or radio, its employees should be trained to levels consistent with the American Society for Testing and Materials (ASTM) Standard F1258-90 *Standard Practice for Emergency Medical Dispatch* and have immediate access to approved emergency medical guidelines or materials.
6. Advanced or refresher telecommunicator training is recommended at least every five years.
7. In-service training is strongly recommended and encouraged.
8. Supervisory and management training for 9-1-1 supervisors and managers should be strongly recommended and encouraged.
9. MCOLES will develop a database to maintain individual telecommunicator information.
10. As soon as feasible, efforts should begin to modify the existing legislation to mandate training standards.

The subcommittee is continuing discussions on whether reimbursement from the Training Fund should be limited to tuition costs only or expanded to include other related costs such as travel and supplies.

Lt. Colonel Madden advised that MCOLES has expressed some concern about the subcommittee's recommendations. The subcommittee will meet with Mr. Ray Beach, Executive Director of MCOLES, or his representative to discuss these concerns and then report back to the full committee at its next meeting. Lt. Colonel Madden thanked the subcommittee for their continuing efforts on this project.

C. WIRELESS IMPLEMENTATION SUBCOMMITTEE

Ms. Suzan Hensel advised that the subcommittee met on August 23 for the purpose of creating a list of acceptable, allowable expenditures of wireless 9-1-1 surcharge funds for PSAPs. The list is intended to be used "by way of example" to provide guidance to PSAPs and should not be considered all-inclusive. Considerable discussion followed.

Several questions were asked about documentation of expenditures and the difficulty in separating wireline from wireless costs in some areas. While it is generally accepted that the number of wireless 9-1-1 calls is continuing to increase, the exact percentage of time spent handling wireless calls is difficult to determine. Many counties have reported that their share of the wireless funds will not be enough to cover their costs and they will have to rely on wireline funds to supplement. Lt. Colonel Madden stressed the importance of documenting how wireless funds are spent. P.A. 32 of 1986, as amended, requires the ETSC to provide in its annual report to the Legislature the "actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act" and "a detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act." Counties will be asked to provide this information to ETSC each year.

The following questions regarding use of county wireless E9-1-1 funds were asked by members of the audience and responded to by various members of the ETSC or Wireless Implementation Subcommittee:

Q: Can these funds be used for "operation" as well as "implementation"?

A: Yes. Funds may be used for both the implementation of wireless E9-1-1 and its continued operation.

Q: Can these funds be used to supplement Dispatcher Training Funds?

A: Yes.

Q: Can these funds be used for costs associated with maintaining the local policy board that oversees the 9-1-1 operation on behalf of the county (travel, etc.)? Also, several counties are assessing indirect fee costs for programs (processing of paychecks, computers, etc.). Is that allowable?

A: Dispatch centers have to write payroll checks, negotiate contracts, pay insurances, etc. Whether it's a direct cost for them or they have to reimburse the county, this should be allowable as it is directly attributable to the operation of the center.

Q: If a primary PSAP chooses to fund a secondary PSAP within the guidelines of these allowables, is that acceptable?

A: This question generated much discussion. Some individuals felt that if a primary PSAP decides it is in its best interests, and if the secondary PSAP is identified in the final 9-1-1 plan as a secondary PSAP, the primary PSAP should be able to fund the secondary PSAP. This should not be a requirement, but should be left to the discretion of the county, possibly through a vote of the county board. This same issue could be raised regarding wireline monies. Nothing in the Act says that secondary PSAPs have to be served unless it is addressed in the county's final 9-1-1 plan.

Q: Do allowable facility costs include back-up centers?

A: Yes. This is addressed by including the words "except for that portion housing the 9-1-1 center or back-up center" under the Disallowed column. Back-up centers are different from secondary PSAPs.

Q: Can a county/PSAP hold funds in escrow until they have enough to pay for the equipment they need (such as a new telephone system)?

A: Yes.

Q: Will the ETSC provide an example of what they want the annual audit to look like?

A: The committee will probably not do this for the first year as it is not yet sophisticated enough. This will be left to the county comptroller, treasurer, and/or auditor, with guidance from the Department of Treasury. The list of allowable expenditures and the Act should provide sufficient guidance to county auditors. After the Committee goes through the first year of accounting, it may be able to more accurately identify what it needs.

Concern was expressed about the many counties that do not participate with the ETSC or the Michigan Communication Directors Association. They will be unaware of the need for accounting of these funds. Lt. Colonel Madden advised that the ETSC has sent multiple mailings to all counties and PSAPs regarding the activities of the ETSC in an effort to inform them.

This list is a living document that will change with time as circumstances change. It is acknowledged that over time wireless will become the primary source of 9-1-1 calls and the method of funding will have to change to accommodate this.

MOTION by Mr. Todd, seconded by Mr. Nystrom, that the ETSC receive this document as advisory guidelines and distribute it to PSAPs as an advisory document. MOTION PASSED UNANIMOUSLY.

DISCUSSION

A. SUBCOMMITTEE MEMBERSHIP AND BYLAWS

Lt. Colonel Madden stated that the increasing responsibilities of the ETSC warrant a close review of how its subcommittees are established, who can serve on them, and who can vote. MOTION by Lt. Colonel Madden, seconded by Mr. Todd, that the Policy Subcommittee be assigned the task of developing guidelines for the full committee's approval on subcommittee membership and who has the power of vote. MOTION CARRIED.

PUBLIC COMMENT

Cellular Phones Programmed to Dial 9-1-1

Mr. James Fyvie, Clinton County Central Dispatch, reported a recent survey within his center revealed that they are receiving approximately 20 calls per day from cellular phones where the automatic 9-1-1 dial feature was accidentally activated without the owner's knowledge. This leaves the Dispatch Center with an open line with no caller on the other end. Mr. Paul Rogers, Eaton County Central Dispatch, advised that he attended a NENA critical issues forum recently where this was discussed. At this conference it was reported that, in some areas, up to 50% of the cellular calls are these "silent" 9-1-1 calls. The Cellular Telecommunications Industry Association (CTIA) is aware of this issue and recognizes that, while the automatic dial button was well intended, it has proven to be a problem. Steps are being taken to correct this in future phones, but it will be some time before the improved technology is in place. Nextel, which has been one of the major offenders, is offering to fix existing phones and recently put a flyer in with their monthly statements in an effort to increase public awareness.

3-1-1

Ms. Catherine McCormick, Community EMS, provided information about a recent controversial police shooting in Detroit. It supposedly took the EMS unit 28 minutes to arrive at the scene. The Detroit Fire Commissioner, Charles Wilson, is reportedly pushing for 3-1-1 to be used as the primary number for fire and EMS calls. Detroit currently uses 3-1-1 for nonemergency police calls. Mr. Hunt pointed out that 3-1-1 has been designated at the national level by the Federal Communications Commission for non-emergency use. It cannot be used at the local level for emergency calls.

NEXT MEETING

Wednesday, November 29, 2000, beginning at 10:00 a.m. the Michigan State Police Training Academy, 7426 North Canal, Lansing, Michigan.

The meeting adjourned at 2:25 p.m.

Approved:

Stephen D. Madden, Chair
Emergency Telephone Service Committee



EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING
Michigan State Police Training Academy
Lansing, Michigan

November 29, 2000

10:00 a.m.

MINUTES

MEMBERS PRESENT	REPRESENTING
Lt. Col. Stephen Madden, Chair	Department of State Police
Sheriff Dale Gribler	Michigan Sheriffs' Association
Mr. Dale Berry	Michigan Association of Ambulance Services
Chief William Corbett	Public Member, Senate Appointed
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Sgt. Michael Herendeen	Michigan State Police Troopers Association
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Mr. Don Jensen	Michigan Association of Counties
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Chief Fred Rogers	Michigan Association of Chiefs of Police
Mr. Paul Rogers	National Emergency Number Association
Ms. Christina Russell	Michigan Communications Directors Association
Ms. Suzanne Springsteen	Telecommunications Association of Michigan
Mr. Scott Temple	Commercial Mobile Radio Service
Lt. Mike Zorza, rep. Mr. Robert Struck	UP Emergency Medical Service Corp.

MEMBERS ABSENT	REPRESENTING
Chief Paul Trinko	Michigan Association of Fire Chiefs
Mr. John Buczek	Fraternal Order of Police

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 10 a.m.

APPROVAL OF MINUTES

MOTION to approve the minutes of the September 6, 2000, ETSC meeting. A vote was taken and the MOTION CARRIED.

REPORTS

A. REPORT OF THE CHAIR

New Members

Mr. Paul Rogers, Eaton County Central Dispatch Director, was welcomed to the committee as the new representative for the Michigan Chapter of NENA (National Emergency Number Association). Mr. Rogers replaces Mr. Nate McClure, who recently resigned.

Sheriff Dale Gribler, Van Buren County, was welcomed as the new representative for the Michigan Sheriffs' Association. Sheriff Gribler replaces Sheriff Richard Germond.

Mr. Don Jensen did not run for re-election this year, but will serve as the Michigan Association of Counties representative to the committee through the end of the year 2000.

Sgt. Michael Herendeen, President of the Michigan State Police Troopers Association (MSPTA), attended this meeting as the MSPTA representative in place of Tpr. David DeVries. Sergeant Herendeen will appoint a new MSPTA representative to serve for 2001.

CMRS Emergency Telephone Fund Balances

The committee was provided with a spreadsheet detailing CMRS fund collections and distributions to date. Also provided was a listing of October 2000 payments to counties.

County List of Phase I Implementation Status

A list of counties was provided which shows the date of each county's final 9-1-1 plan and, where applicable, the date Phase I was requested and the date Phase I was implemented. This list will be posted on the ETSC web site and updated as information is provided. Updates should be provided to Denise Fox or Linda Cwiek.

Surcharge Elections

Ontonagon County passed its surcharge in the recent election; Baraga County's surcharge was defeated. It was also reported that Lapeer County's renewal was defeated and St. Joseph County's millage was passed by a two-to-one margin.

Acronym Definition Listing

An acronym definition listing has been put together to assist those new to the public safety community. Suggested additions, modifications, or deletions to the list should be forwarded to Ms. Fox or Ms. Cwiek. This listing will be posted on the ETSC web site in the near future.

Recommendations for Use of \$.03 Funds

The Michigan State Police (MSP) is continuing to solicit input on how the \$.03 wireless priority funds should be spent. A listing of suggestions received to date was provided to the committee.

ComCARE Alliance/National Mayday Readiness Initiative

Committee members and attendees were provided with a packet of information regarding the National Mayday Readiness Initiative (NMRI). NMRI is a public-private partnership to encourage effective, efficient, and seamless integration between private Mayday service providers and the nation's public emergency response agencies. As an increasing number of new vehicles are equipped with telematics technology, private and public entities will need to work together to set standards and protocols for how this information will be transmitted to and utilized by emergency response agencies. There are many issues and concerns that need to be addressed, including privacy and civil rights.

A press conference was held in Southfield in October to launch this effort in Michigan. Ms. Catherine McCormick, Community EMS, hosted the event. A working session was held the following day to discuss specific issues relating to this initiative. Ms. McCormick, Mr. Nystrom, and F/Lt. Daniel Bateman (MSP Metro Dispatch Center) attended the work session.

Ms. McCormick has volunteered to serve on one of the key committees assigned to work on this initiative. Mr. Hunt advised that National NENA is heavily involved in this effort and might be the proper forum for ensuring 9-1-1 provider needs are addressed. Individuals from ComCARE Alliance will be invited to attend a future ETSC meeting to provide an overview of NMRI. (NMRI information may also be viewed on their website at www.nmri.net.)

Midland County Letter and Suggested Reply

Committee members were provided a copy of a letter to the ETSC from Mr. Lawrence Smith, corporation counsel for Midland County, in which he asks for clarification on two issues relating to the 1999 amendments to the emergency telephone service enabling act. A draft reply was provided to committee members for their review and approval. MOTION by Mr. Berry that this letter be approved for mailing to Mr. Smith. MOTION CARRIED.

B. POLICY SUBCOMMITTEE REPORT

Mr. Hunt presented the subcommittee's recommendations on guidelines for subcommittee membership and who has the power of vote. The subcommittee recommends that Item 6 of the ETSC Bylaws be amended as follows:

- a. As needed, the Chairperson of the ETSC, with approval of the ETSC, may establish subcommittees and designate the subcommittee chair.
- b. The chairperson of a subcommittee must be a member of the ETSC.
- c. The chairperson of the subcommittee, with the concurrence of the Chairperson of the ETSC, shall designate members serving on the subcommittee. Public individuals interested in serving on the subcommittee must submit a written request to the chairperson of the subcommittee expressing such interest and stating any pertinent affiliations.
- d. Only duly designated members of a subcommittee may vote on issues before the subcommittee.
- e. A member of a subcommittee may be removed if more than two subcommittee meetings are missed without prior written notice to the chairperson of the subcommittee.
- f. Membership of each subcommittee shall be reviewed annually by the ETSC and the chairperson of the respective subcommittee.

Mr. Patrick expressed concern that non-ETSC members may outnumber ETSC members on a subcommittee. It was pointed out that, in most cases, subcommittees are only authorized to make recommendations to the full committee and have no power apart from that. The exception to this occurs within the CMRS Subcommittee and may possibly arise through a recommendation to be made later in this meeting by the Dispatcher Training Subcommittee.

MOTION made to accept the recommendations of the Policy Subcommittee, but no vote was taken. Mr. Hufnagel pointed out that the ETSC Bylaws require that any proposed changes to the Bylaws be presented to the committee of the whole at least 30 days prior to voting. It was decided that the Policy Subcommittee is to be charged with drafting a revision to the ETSC Bylaws to incorporate its suggestions. This revision will be forwarded to the ETSC members for review at least 30 days prior to the next ETSC meeting, to be voted upon at that meeting. The Policy Subcommittee was charged with responsibility for drafting suggested procedures for the following: (1) the formal recording of votes taken at subcommittee meetings; (2) preparing meeting minutes; and (3) timelines for submission of subcommittee meeting minutes to the full committee to provide sufficient time for review prior to ETSC meetings.

C. DISPATCHER TRAINING AND CERTIFICATION SUBCOMMITTEE REPORT

Mr. Nate McClure summarized the subcommittee's recommendations. One recommendation that generated considerable discussion was the following:

MCOLES, with the assistance of the ETSC Training Subcommittee, shall prepare and distribute a list of MCOLES "certified courses." The ETSC Training Subcommittee should be empowered to recommend training courses to MCOLES for "certification" without going through the full ETSC for approval.

Concern was expressed about giving the subcommittee the power to approve courses without full committee review. It was pointed out that the legislation places upon MCOLES the authority to certify courses, not ETSC. The purpose of this recommendation is to streamline a technical process and eliminate a one to three-month wait for the next ETSC meeting before a course can be certified.

The current proposal calls for an annual survey of eligible public safety answering points (PSAPs) to determine their interest in receiving funds and the number of FTE (full-time equivalent) personnel assigned to each. This number will be used to determine the annual funding available per FTE. This count will be conducted in a manner similar to the way MCOLES handles 302 grant funding. Eligibility will be based upon 2,080 hours per FTE. Concerns were raised that part-time employees would not be eligible to receive funding for training. Funding will be based on the total number of hours eligible employees work within the PSAP in a year, divided by 2,080 to get the final FTE count for the PSAP. The PSAP director has the flexibility of determining how to distribute the funding among eligible employees. Funding will be requested and paid up front, with the PSAP submitting documentation at year-end to justify expenditures.

Ms. Connie Ross from the Department of Treasury raised questions as to the number of eligible PSAPs and method of payment. Ms. Ross will be invited to participate on the subcommittee to address issues involving the payment process.

Mr. Berry questioned the use of the term "standards" in the subcommittee's document. While MCOLES has the lawful authority to set standards, Mr. Berry suggested the ETSC avoid setting standards and change the wording of this document from "standards" to "guidelines."

It was suggested that some medical control authority involvement be included. The medical control authority is responsible for medical oversight and there is a need to ensure dispatchers are providing correct information. Mr. McClure stated that he believes Item #5 of the document adequately addresses this.

Ms. Russell questioned the need to maintain and review detailed records of expenditures to ensure there is no abuse of the fund. The guidelines will outline the records that need to be maintained by PSAPs. MCOLES does not have the staff to monitor this and the subcommittee has expressed its willingness to take on this role.

Ms. Hensel questioned the appeal process should someone's request for funding for a particular course be rejected. Mr. McClure advised that the appeal could come either to MCOLES or the ETSC or both. This will need to be addressed as the subcommittee works through the process.

The committee discussed certification and decertification of dispatchers. This is a future issue that would require a change in legislation and a careful review of the fiscal implications. Current funding is not sufficient to cover the costs that would be involved in such an effort. Further, any state-mandated certification of dispatchers may incur fiscal liability for the state.

The subcommittee recommends the report be adopted and the subcommittee be charged to continue on with its work. MOTION by Mr. Hufnagel and supported by Chief Corbett, with the provision that the ETSC move toward certification of dispatchers and with the understanding that MCOLES will need additional resources.

Mr. Patrick asked to amend the document to insert the words "ETSC Chair" in Item 10. Mr. Ray Beech from MCOLES expressed his support for having the subcommittee work directly with MCOLES on course certification.

MOTION to adopt the subcommittee's recommendations and have the committee continue to work with MCOLES to move this process forward. MOTION PASSED, with Mr. Hunt voting nay.

With Mr. McClure's retirement, the need has arisen to appoint a new Dispatcher Training Subcommittee chair. Lt. Colonel Madden thanked Mr. McClure for his efforts and hard work. ETSC members interested in serving as the new subcommittee chair were asked to advise Lt. Colonel Madden's office.

D. WIRELESS IMPLEMENTATION SUBCOMMITTEE REPORT

Ms. Hensel presented the committee with two recommendations. The first was the recommendation that the ETSC adopt a Standardized Nondisclosure Agreement to be distributed to counties and PSAP managers for their use. The intent of this is to assist PSAP managers who may be presented with several different types of agreements from various CMRS suppliers.

MOTION by Mr. Hufnagel, seconded by Mr. Nystrom, to adopt the non-disclosure agreement. Mr. Temple asked that the document be amended to include the word "template" somewhere on the document. Ms. Hensel and Mr. Hufnagel supported the suggested amendment. MOTION PASSED UNANIMOUSLY.

The subcommittee's second recommendation was that the ETSC adopt a Grade of Service Policy to be distributed to CMRS, Telcos, counties, and PSAP managers as a standard for wireless 9-1-1 implementation. The purpose of this document is to move away from "wireline" and "wireless" and address 9-1-1 as a whole.

Mr. Hunt suggested that a list or diagram of all 9-1-1 trunk groups be included as clarification.

MOTION by Mr. Hufnagel to support the subcommittee's second recommendation. Mr. Hunt supported the proposal with his suggested amendment to list 9-1-1 trunk groups. Mr. Hufnagel supported the amendment. Mr. Hunt will put together a suggested diagram and this recommendation will be brought back before the committee at its next meeting.

MOTION by Mr. Hufnagel to table the second recommendation pending this revision.

Lt. Colonel Madden asked the subcommittee to begin drafting procedures to address challenges to expenditures. It is important for the committee to have in place a mechanism for addressing concerns brought forth about the expenditure of wireless funds by counties and PSAPs.

E. CMRS SUBCOMMITTEE REPORT

Lt. Colonel Madden reported that he received a letter from Oakland County requesting a formal determination from the ETSC as to whether the cost of trunks from the selective router to the PSAP would be considered a reimbursable cost for the CMRS suppliers. This issue was discussed at a previous ETSC meeting without resolution. Mr. Hunt advised that the Federal Communications Commission is currently looking at this issue at the national level. Lt. Colonel Madden recommended this issue be tabled until additional information can be obtained upon which to base a decision.

DISCUSSION

A. SECOND YEAR CERTIFICATION; RECERTIFICATION SUBCOMMITTEE

Ms. Susan Hensel chairs this subcommittee. Mr. Nystrom, Mr. Temple, and Mr. Steve Todd have volunteered to serve as members. Other interested parties are asked to contact Ms. Hensel or Ms. Cwiek.

Lt. Colonel Madden asked this subcommittee to address the following issue: "Can a county be certified as eligible to receive second year funds if it has not formally requested Phase I service? If the answer to this question is determined to be yes, should the ETSC put a time limit on how long a county can continue to receive wireless funds before it is required to request Phase I service?"

B. AUDIT INFORMATION

The Department of Treasury distributed a letter to County Treasurers and Primary and Secondary PSAPs, dated September 25, 2000, that discusses accounting procedures for wireless E9-1-1 funds. This document reflects the discussions that have taken place at previous ETSC meetings.

Lt. Colonel Madden inquired as to the fiscal cycles of various PSAPs. Some attendees reported they are on a calendar year cycle, while others reported being on a fiscal year cycle like the State of Michigan. Lt. Colonel Madden advised that the ETSC's August 2001 annual report to the Legislature will include each county's most recent audit report information available, even though the audit may be several months old.

PUBLIC COMMENT

None.

NEXT MEETING

Wednesday, February 21, 2001, beginning at 10:00 a.m., Clinton County Courthouse, 100 Cass Street, St. Johns, Michigan.

The meeting adjourned at 11:50 a.m.

Approved:

Stephen D. Madden, Chair
Emergency Telephone Service Committee



EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING
Held at Clinton County Courthouse
St. Johns, Michigan

February 21, 2001
10:00 a.m.

MINUTES

MEMBERS PRESENT	REPRESENTING
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. John Buczek	Fraternal Order of Police
Chief William Corbett	Public Member, Senate Appointed
Mr. Hugh Crawford	Michigan Association of Counties
Ms. Kelly Fennell	Telecommunications Association of Michigan
Mr. Ralph Gould	Michigan Communications Directors Association
Sheriff Dale Gribler	Michigan Sheriffs' Association
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Lt. Col. Stephen Madden	Department of State Police
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Mr. Paul Rogers	National Emergency Number Association
Mr. Scott Temple	Commercial Mobile Radio Service
Sgt. Mark Thompson	Michigan State Police Troopers Association
Chief Paul Trinka	Michigan Association of Fire Chiefs

MEMBERS ABSENT	REPRESENTING
Chief James Bartholomew	Michigan Association of Chiefs of Police
Mr. Robert Struck	UP Emergency Medical Service Corp.

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 10 a.m.

NEW MEMBERS

The following new members were welcomed to the Committee for 2001:

- Mr. Hugh Crawford, Oakland County Commissioner; representing the Michigan Association of Counties (MAC)
- Mr. Ralph Gould, Grand Rapids Police Department; representing the Michigan Communications Directors Association (MCDA)
- Sgt. Mark Thompson, Michigan State Police; representing the Michigan State Police Troopers Association (MSPTA)
- Ms. Kelly Fennell, Ameritech; representing the Telecommunications Association of Michigan
- Chief James Bartholomew, Whitehall Police Department; representing the Michigan Association of Chiefs of Police

2001 ELECTION OF OFFICERS

MOTION to elect Lt. Col. Stephen Madden as ETSC Chair for 2001. MOTION CARRIED unanimously.

MOTION to elect Mr. Paul Rogers as ETSC Vice Chair for 2001. MOTION CARRIED unanimously.

APPROVAL OF MINUTES

MOTION to approve the minutes of the November 29, 2000, ETSC meeting. A vote was taken and the MOTION CARRIED.

REPORTS

A. MSP REPORT

CMRS Emergency Telephone Fund Balances

The Committee was provided with a spreadsheet detailing CMRS fund collections and distributions to date. Also provided was a summary of first-year payments to counties.

County List of Phase I Implementation Status

A list of counties was provided which shows the date of each county's final 9-1-1 service plan, the date the county requested Phase I, and the date Phase I was implemented. This list has been posted on the ETSC web site and will be updated as information is provided. Updates should be provided to Denise Fox or Linda Cwiek.

Non-Disclosure Agreement

As directed by the ETSC at its last meeting, the sample Non-Disclosure Agreement was amended to include the word "template" and was distributed to County Commissioners, County 9-1-1 Coordinators, PSAP Directors, CMRS Suppliers, and Telephone Companies on December 14, 2000.

New Area Code Effective 4/7/2001

Effective April 7, 2001, the existing 517 area code will be divided into two separate area codes: 517 and 989. The southern portion of the area will keep 517 while the northern portion will change to 989. A listing of telephone number prefixes that will change to 989 was distributed. There will be a six-month optional dialing period, or "grace period." During this six-month period, callers can complete calls by using either the 517 or 989 area code. Effective October 6, 2001, it will be necessary to use the 989 code when calling the affected area. A question was raised as to the specific time of day the change will occur. (Subsequent to the meeting, contact was made with the Michigan Public Service Commission. MPSC recommends that individuals with specific questions regarding the cut-over contact their local carrier(s). Information regarding this area code change and others pending in Michigan can be found on the internet at www.codefinder.com/mibgframe.html.)

B. POLICY SUBCOMMITTEE REPORT

Mr. Hunt presented the subcommittee's recommendations to amend the ETSC Bylaws as follows (changes noted in caps):

5. *The rules of procedure for the Committee AND ANY SUBCOMMITTEES shall be Robert's Rules of Order unless superceded by these bylaws.*
6. *SUBCOMMITTEES ~~The Chairperson, with the approval of the Committee, may establish subcommittees and designate members to serve on them.~~* :
 - a. *THE CHAIRPERSON OF THE ETSC, WITH APPROVAL OF THE ETSC, MAY ESTABLISH SUBCOMMITTEES AS NEEDED, AND DESIGNATE THE SUBCOMMITTEE CHAIR.*
 - b. *THE CHAIRPERSON OF A SUBCOMMITTEE MUST BE A MEMBER OF THE ETSC.*
 - c. *THE CHAIRPERSON OF THE SUBCOMMITTEE, WITH THE CONCURRENCE OF THE CHAIRPERSON OF THE ETSC, SHALL DESIGNATE MEMBERS SERVING ON THE SUBCOMMITTEE. OTHER THAN THE CHAIRPERSON, MEMBERS OF A SUBCOMMITTEE NEED NOT BE ETSC MEMBERS. INDIVIDUALS INTERESTED IN SERVING ON THE SUBCOMMITTEE MUST SUBMIT A WRITTEN REQUEST TO THE CHAIRPERSON OF THE SUBCOMMITTEE EXPRESSING SUCH INTEREST AND STATING ANY PERTINENT AFFILIATIONS.*
 - d. *ONLY DULY DESIGNATED MEMBERS OF A SUBCOMMITTEE MAY VOTE ON ISSUES BEFORE THE SUBCOMMITTEE.*
 - e. *A QUORUM MUST BE PRESENT TO HOLD AN OFFICIAL MEETING. A QUORUM SHALL CONSIST OF A SIMPLE MAJORITY OF THE DESIGNATED MEMBERS OF THE SUBCOMMITTEE.*
 - f. *THE SUBCOMMITTEE CHAIR SHALL ISSUE MEETING MINUTES FOR EACH SUBCOMMITTEE MEETING HELD, AND SHALL FORWARD SUCH MINUTES, NO LATER THAN 14 BUSINESS DAYS PRIOR TO THE NEXT SCHEDULED COMMITTEE MEETING, TO THE COMMITTEE CHAIR FOR DISTRIBUTION TO THE COMMITTEE.*
 - g. *A MEMBER OF A SUBCOMMITTEE MAY BE REMOVED IF MORE THAN TWO SUBCOMMITTEE MEETINGS ARE MISSED WITHOUT PRIOR WRITTEN NOTICE TO THE CHAIRPERSON OF THE SUBCOMMITTEE.*
 - h. *MEMBERSHIP OF EACH SUBCOMMITTEE SHALL BE REVIEWED ANNUALLY BY THE CHAIRPERSON OF THE COMMITTEE AND THE CHAIRPERSON OF THE SUBCOMMITTEE.*
 - i. *A SUBCOMMITTEE SHALL MAKE A REPORT/RECOMMENDATION TO THE COMMITTEE AFTER THE MATTER HAS PASSED WITH A MAJORITY VOTE OF THE SUBCOMMITTEE. THE SUBCOMMITTEE CHAIR, OR THE CHAIR'S DESIGNEE, SHALL PRESENT THE REPORT/RECOMMENDATION AT THE NEXT SCHEDULED COMMITTEE MEETING OR A SPECIAL MEETING DULY CALLED BY THE COMMITTEE CHAIR.*

- j. *A MINORITY OF THE SUBCOMMITTEE CAN MAKE A REPORT/RECOMMENDATION TO THE COMMITTEE AFTER THE SUBCOMMITTEE MAKES ITS REPORT/RECOMMENDATION TO THE COMMITTEE, BUT IT CANNOT BE ACTED ON UNLESS A COMMITTEE MEMBER MAKES A MOTION AND GAINS SUPPORT TO SUBSTITUTE IT FOR THE REPORT/RECOMMENDATION OF THE SUBCOMMITTEE*

....

10. *Business of the Committee AND ANY SUBCOMMITTEES shall be in compliance with the Open Meetings Act (Act No. 267 of the Public Acts of 1976).*

Mr. Hunt also recommended that the word "ETSC" be changed to "Committee" in 6 (a), (b), and (c) to make the wording consistent with the rest of the Bylaws.

Ms. Hensel questioned how this proposed revision would affect the standing subcommittees. Mr. Hunt advised this had not been discussed; however, standing subcommittees would fall under 6 (h), the subsection that provides for annual review of each subcommittee's membership.

MOTION to support the proposed revisions to the ETSC Bylaws. MOTION PASSED unanimously.

C. DISPATCHER TRAINING AND CERTIFICATION SUBCOMMITTEE REPORT

Mr. Charles Nystrom now chairs the Dispatcher Training and Certification Subcommittee. Mr. Nystrom presented a report of the subcommittee's recent activities. Two minor changes to the report were noted. Under Item 4, (6), the word "basis" should be changed to "basic." Under Item 6, the word "Wolf" should be changed to "Ross."

Among the subcommittee's recommendations is that only personnel employed by primary PSAPs (wireline or wireless) established in Section 401 (12) (a) (b) (c) are to be included in the FTE count as eligible for funds.

Three work groups have been established to identify training criteria and guidelines:

- Operational: Suzan Hensel, Cher'ie White, Ellie Florn, and James Fyvie
- Management/Supervision: James Bolger, William Charon, and Harriet Miller-Brown
- Technical: Stephen Todd, Paul Rogers, and Gary Brozewski

Item 4 (4) of the subcommittee report indicates that the registration form to request training funds must be signed by the county's chief administrative office, the PSAP administrator, and the chief financial officer. Ms. Dawn Adams, Muskegon County Central Dispatch, requested this requirement be changed to accommodate those situations where the dispatch center is an independent authority, separate from the county. Mr. Todd advised that this change will be reflected in the subcommittee's final recommendations to the committee.

Ms. Cathy McCormick, Community EMS, asked if the subcommittee was moving toward establishing minimum standards and, if so, if those standards would be required for secondary PSAPs. Mr. Joseph VanOosterhout, Marquette County Central Dispatch, encouraged the committee to proceed cautiously in considering training standards and their potential impact on Upper Peninsula dispatch centers. Ms. Hensel indicated that the committee's focus at this time is to develop guidelines for dispatcher training and not minimum standards. It is important not to blur the two. While minimum training standards may be discussed at some point in the future, they are not under consideration at this time.

Lt. Colonel Madden advised that he has informed Mr. Nystrom by letter that the Michigan State Police intends to request training funds for MSP dispatchers.

D. WIRELESS IMPLEMENTATION SUBCOMMITTEE REPORT

Ms. Suzan Hensel presented three documents for adoption by the ETSC: Congestion Control Statement; Revised Grade of Service Policy; and Appeals Process for Challenges to Unallowable Expenditures of Wireless Funds.

The subcommittee's report also included a request to have the ETSC resolve the issue of whether or not additional trunks to PSAPs for the purpose of delivering wireless 9-1-1 calls is an allowable expense incurred by a CMRS and eligible for reimbursement from their fund.

Revised Grade of Service Policy: The Committee discussed at length the draft Revised Grade of Service Policy which proposes that P.01 be adopted for wireless one year from the date of the policy if no other standard can be identified within that time period. It was the consensus of many that the P.01 grade of service standard does not work well in the cellular environment. Mr. Temple opposes any language that applies P.01 to the wireless industry. In instances where a system may be simultaneously flooded with hundreds of calls resulting from one incident, it would be impossible for the wireless technology or the PSAP to handle every call. PSAPs are concerned about those legitimate emergency calls that may not get through during times when the system is being flooded by wireless callers reporting a single incident.

Mr. Hunt asked what part of the system the P.01 standard applies to. Mr. Mike Sexton, Michigan NENA president, advised that P.01 goes from the mobile switch to the router. It is believed that the National Emergency Number Association (NENA) may have a P.01 policy that includes provisions for wireless 9-1-1. The Committee will attempt to obtain a copy of this policy, if it does exist. (NOTE: It was learned subsequent to this meeting that National NENA does not yet have a standard in place. Discussions will take place in March.)

Lieutenant Hull questioned the rationale for adopting this Grade of Service policy now and then having to revisit it in one year. Mr. Gould indicated this issue is a major stumbling block for wireless implementation and the subcommittee believes this policy will help keep the Committee's attention focused on identifying a workable solution.

Mr. Gould advised that there has been no study done to identify what percentage of wireless calls received regarding a single incident provide new, worthwhile information about the incident and that there may be a request made to National NENA to assist in undertaking such a study.

Mr. Hunt questioned whether this draft document should be sent through the Policy Subcommittee for review. Lt. Colonel Madden indicated he views it as more of a proposal than a policy and suggested changing the title of the document.

No formal action was taken by the Committee on the subcommittee's recommendation to adopt this policy or distribute it to CMRS, Telcos, counties, and PSAP managers for their use.

Congestion Control Statement: Mr. Hunt asked if the subcommittee has plans to recommend how wireless traffic will be routed to PSAPs—over the same trunks as wireline or over separate trunks? Ms. Hensel advised that the draft Congestion Control Statement under consideration covers what the committee needs to address at this time. It is designed to help PSAPs understand parameters and give them direction as they work to implement Phase I wireless.

MOVED AND SECONDED by Mr. Rogers that the Committee accept the Congestion Control Statement. Mr. Hunt asked for a point of clarification on whether the Committee must wait 30 days before taking action. The Congestion Control Statement is not a policy, but a recommendation; the ETSC has no authority to require compliance. Mr. Hunt asked that the Committee define "policy" versus "standard" and clarify which actions require 30-day advance notice to Committee members. Lt. Colonel Madden referred this to the Policy Subcommittee for review. Ms. Hensel requested the motion be amended to include the subcommittee's

recommendation that the statement be distributed to counties and PSAP managers for their use. Mr. Rogers agreed and rephrased his motion as follows: AMENDED MOTION that the Committee accept the Congestion Control Statement and distribute it to counties and PSAP managers for their use. The amended motion was not seconded and no further action was taken by the Committee.

Appeals Process for Challenges to Unallowable Expenditures of Wireless Funds: Ms. Hensel requested that Item 3 of the draft be amended to reflect that the Wireless Subcommittee Chair would serve as one of the three members of the subcommittee designated to review appeals. This document rises to the policy level. Committee members were asked to review the draft and be prepared to address it at the next ETSC meeting.

E. RECERTIFICATION SUBCOMMITTEE REPORT

At the last ETSC meeting, the Chair asked this subcommittee to address what counties must do to be certified for second year funds. The subcommittee recommends the following be adopted by the Committee:

1. *To be compliant with Michigan P.A. 78, a county must, at a minimum, prior to May 1, 2001:*
 - (A) *Provide ETSC with documentation that a tentative 911 plan, whether new, amended, or revised, has been approved by that county's board of commissioners. It is acceptable, under this provision, that the final plan approval be pending, and;*
 - (B) *The tentative 911 plan or final 911 plan must incorporate a reference to FCC Docket 94-102, the wireless emergency service order.*
2. *To be compliant with the wireless emergency service order (94-102) a county must, prior to May 1, 2001:*
 - (A) *Make a written request for Phase 1 wireless 911 to the service providers for their county, and;*
 - (B) *Have a primary PSAP capable of receiving and utilizing the requested data elements within the required six month implementation time frame, and;*
 - (C) *Notify ETSC, in writing, of that request.*

There is concern that recommendation two will exclude several counties from eligibility for recertification to receive 2001 wireless funds. The Committee asks that ETSC consider supporting a recommendation to MSP to allow those excluded counties to receive appropriate monies from the \$.03 fund so they may continue their efforts to implement 911 and wireless 911 services for their counties.

Ms. Hensel has received calls from many county and PSAP representatives asking for direction on second year certification. Some counties contend that the language of their final 9-1-1 plan is fluid enough to provide for any new technologies, including wireless. Ms. Hensel has asked these counties to provide her with the specific language from their plan, and the subcommittee will review this issue further.

By statute, the Committee certifies to the Department of Treasury annually which counties are in compliance. If a county has not met the requirements for certification by the May 1, 2001 deadline, they will not be eligible for any second-year funding. The Department of Treasury bases its distribution formula on the number of counties certified by the ETSC as eligible for that year. There are no provisions in the statute to set aside any funds for counties that may come into compliance mid-year.

In counties with multiple PSAPs, it is the responsibility of the county to amend its final 9-1-1 service plan and request wireless funds. P.A. 32 is clear that this is a county-based program and PSAPs are not eligible to request or receive funds directly from Treasury.

ETSC, NENA, APCO, MCDA, and others have been working for more than a year to ensure every county and PSAP in Michigan is aware of the requirements of the 1999 wireless legislation. The ETSC sent letters on March 28, 2000, and August 17, 2000, to all county commissioners, county 9-1-1 coordinators, and PSAP directors advising them that a county must have in place a final 9-1-1 service plan which includes implementation and compliance with the wireless emergency service order and 1986 P.A. 32, as amended, to be eligible for second-year funds. ETSC meeting minutes are routinely sent to all county commissioners, 9-1-1 coordinators, and PSAP directors. There is still adequate time for every county and PSAP in the state to come into compliance if they take action now.

NENA, AMUG, and ETSC are sponsoring a Michigan Wireless 9-1-1 Implementation Seminar on March 28 in Mt. Pleasant to help address this and other wireless implementation issues. Information regarding the seminar can be obtained by calling Ms. Linda Cwiek at (517) 336-6163 or by visiting the seminar web site at www.nena9-1-1.org/michigan/wireless%20seminar.

Mr. Sexton advised that some Upper Peninsula counties are moving forward to get their 9-1-1 systems operational, but they won't be ready within six months. They will be excluded until they are ready to accept Phase I. This is the basis for the subcommittee's recommendation that MSP consider using some of its \$.03 Fund monies to assist these counties in implementing their 9-1-1 programs. Lt. Colonel Madden cautioned that any expenditure of \$.03 Funds requires legislative approval which will take considerable time. (Lt. Colonel Madden provided additional information regarding the \$.03 Fund later in this meeting as reflected below in these minutes.)

Mr. Hunt recommended the wording of Item 2 be changed to replace the wording "wireless emergency service order (94-102)" with "ETSC requirements for recertification."

MOTION that these minutes, as amended by Mr. Hunt's suggestion, be adopted as the Committee's course of action. MOTION PASSED with one "no" vote.

F. CMRS SUBCOMMITTEE REPORT

No CMRS invoices have been submitted for reimbursement to date. As the new Michigan Association of Counties representative, Mr. Hugh Crawford will also serve as a member of the CMRS Subcommittee. With Chief Fred Rogers' resignation from the subcommittee, the public agency representative seat is now vacant. According to P.A. 32, this seat is to be held by "one member of the committee who represents a public safety agency who is not associated with the service supplier industry." Those ETSC members who qualify and are interested in serving on this subcommittee are asked to notify Lt. Colonel Madden's office.

DISCUSSION

A. SUNSET OF \$.03 MSP PRIORITY FUND

The \$.03 MSP priority fund portion of the wireless E9-1-1 surcharge is scheduled to sunset two years from the effective date of the legislation, on June 29, 2001. Lt. Colonel Madden recommended that the ETSC notify CMRS suppliers by letter of this upcoming change in the service charge amount. A draft letter was provided for consideration. This notification is not required by law, but would be done as a courtesy to CMRS suppliers.

MOTION that the Committee approve distribution of the draft letter to CMRS suppliers. MOTION CARRIED unanimously.

Committee members were provided with a summary of suggestions received to date on possible uses for the \$.03 MSP Priority Fund. Lt. Colonel Madden advised that the Michigan State Police intends to develop an RFP (request for proposal) to hire a contractor to evaluate the state of 9-1-1 in Michigan and make recommendations for use of these funds. One or two ETSC members will be asked to assist in this process. To date, several suggestions have been received from various sources, including requests from several counties for funds to pay for additional personnel and purchase equipment, mapping software, etc. These requests will be all given consideration as MSP develops its list of recommendations for submission to the Legislature.

Mr. Gould noted that representatives from the Upper Peninsula have requested funds be allotted to establish teleconferencing capabilities for ETSC and ETSC subcommittee meetings. Mr. Gould offered his support for this suggestion.

B. WARRANT ENTRY

Lt. Colonel Madden received a letter dated December 6, 2000, from Sheriff James Marquardt, Alpena County, advising that effective January 1, 2001, Alpena 9-1-1 operators would no longer enter warrants for police agencies in the area. Sheriff Marquardt was advised by the Alpena 9-1-1 Director that the ETSC will not allow warrants to be entered by 9-1-1 dispatchers. In his letter, Sheriff Marquardt asked the ETSC to "stay the order" of the 9-1-1 director for a period of six months until their courts are able to enter the warrants. Lt. Colonel Madden asked for Committee members' opinions on this issue.

Ms. Hensel believes that services provided by any PSAP are under local control and the ETSC should not dictate what those functions should be.

Mr. Rogers stated that some centers have never entered warrants and don't believe it is their responsibility. Eaton County is a full-service dispatch center and they do warrant entry. While paperless entry at the court level would be preferable, until that occurs his center will continue to enter warrants. He believes this is an essential function as part of his responsibility to ensure the safety of officers in the field. Mr. Rogers agrees with Ms. Hensel that this is a local issue.

Mr. Hunt believes that dispatchers who are fully funded by the surcharge should not be performing non-911 functions.

Lt. Colonel Madden will advise Sheriff Marquardt and any others who inquire that the ETSC has declined to take a formal position on this issue as it is one of local control.

C. CHAIR'S COMMENTS

The Committee has two major issues to address in 2001: second-year certification and \$.03 MSP Priority Fund. The ETSC has made considerable efforts to notify counties of their responsibilities under the 1999 wireless legislation and will continue to do so. The responsibility now rests with the county commissioners to ensure that 9-1-1 issues are addressed within their counties. ETSC members and others actively involved in the process should continue to promote discussions and information sharing wherever possible.

In regard to the \$.03 Fund, there are considerable dollars available in the fund to move 9-1-1 wireline and wireless into the new millennium. The Michigan State Police is committed to ensuring this money is spent to best serve the needs of 9-1-1 in Michigan.

PUBLIC COMMENT

None.

NEXT MEETING

Tuesday, May 22, 2001, beginning at 10:00 a.m., Continental Room, Amway Grand Hotel, Grand Rapids; to be held in conjunction with the Annual 9-1-1 Conference. Lt. Colonel Madden will not be present as he has a prior commitment out-of-state. Mr. Paul Rogers, ETSC Vice Chair, will chair the May meeting.

Information regarding the Annual 9-1-1 Conference can be found on the NENA web site at www.nena9-1-1.org/michigan.

The meeting adjourned at 12:25 p.m.

Approved:

Stephen D. Madden, Chair
Emergency Telephone Service Committee



EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING
Held at Amway Grand Hotel
Grand Rapids, Michigan

May 22, 2001
10:00 a.m.

MINUTES

MEMBERS PRESENT	REPRESENTING
Mr. Paul Rogers, Vice Chair	National Emergency Number Association
Chief James Bartholomew	Michigan Association of Chiefs of Police
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. Hugh Crawford	Michigan Association of Counties
Mr. Steve Berenbaum, rep. Ms. Kelly Fennell	Telecommunications Association of Michigan
Mr. Ralph Gould	Michigan Communications Directors Association
Sheriff Dale Gribler	Michigan Sheriffs' Association
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Lt. Jim Hull	Deputy Sheriffs' Association
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Mr. Scott Temple	Commercial Mobile Radio Service
Sgt. Mark Thompson	Michigan State Police Troopers Association
Chief Paul Trinko	Michigan Association of Fire Chiefs

MEMBERS ABSENT	REPRESENTING
Mr. John Buczek	Fraternal Order of Police
Chief William Corbett	Public Member, Senate Appointed
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Mr. John Hunt	Public Member, Governor Appointed
Lt. Col. Stephen Madden, Chair	Department of State Police
Mr. Robert Struck	UP Emergency Medical Service Corp.

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Mr. Rogers at 10 a.m.

NEW MEMBER

Mr. Rogers introduced Chief James Bartholomew, Whitehall Police Department, the new Michigan Association of Chiefs of Police representative to the ETSC.

APPROVAL OF MINUTES

MOTION to approve the minutes of the February 21, 2001, ETSC meeting. A vote was taken and the MOTION CARRIED unanimously.

REPORTS

A. REPORT OF THE VICE CHAIR

Action Taken Subsequent to February ETSC Meeting

Committee members and attendees were provided with three documents that were prepared as directed by the Committee at the February 2001 meeting--revised Bylaws that clarify the makeup and operation of subcommittees; a letter dated March 1 that was sent to counties and PSAPs detailing the requirements for second year certification for wireless funds; and a letter dated February 26 that was sent to Commercial Mobile Radio Service (CMRS) suppliers advising them of the change in service charge amount effective June 29, 2001.

CMRS Emergency Telephone Fund Balances

A spreadsheet was provided detailing CMRS Fund collections and distributions as of May 16, 2001.

May 2001 Payment to Counties

The first quarter, second-year wireless fund payment to counties has been delayed pending the ETSC's second-year certification of counties. The Department of Treasury will calculate the next quarterly payment utilizing 1990 census figures and checks will be mailed by the end of May. Quarterly payments following that will be based on 2000 census figures. A listing by county showing population changes from 1990 to 2000 was provided.

County List of Phase I Implementation Status

A list of counties was provided which shows the date of each county's final 9-1-1 service plan, the date the county requested Phase I, and the date Phase I was implemented. Updates should be provided to Denise Fox or Linda Cwiek.

Subcommittee Listings

An updated listing of subcommittees was provided. ETSC members interested in participating in a subcommittee are asked to advise the subcommittee chair or Linda Cwiek. Non-ETSC members interesting in participating in a subcommittee are asked to submit a written request to the subcommittee chair.

Mackinac County Cutover to Enhanced 9-1-1

Mackinac County cut over to enhanced 9-1-1 effective March 14, and is operating through Negaunee Regional Dispatch. Congratulations were offered to the county on its hard work in bringing this to fruition.

FCC Response to King County, Washington Request for Clarification

The Federal Communications Commission (FCC) Wireless Telecommunications Bureau recently responded by letter to a King County, Washington, question of "whether the funding of network and database components of Phase I service, and the interface of these components to the existing 911 system [is] the responsibility of the wireless carriers or the [Public Safety Answering Points] PSAPs." The FCC provided a definitive response which read, in part:

. . . the proper demarcation point for allocating costs between the wireless carriers and the PSAPs is the input to the 911 Selective Router maintained by the Incumbent Local Exchange Carrier (ILEC). Thus . . . wireless carriers are responsible for the costs of all hardware and software components and functionalities that precede the 911 Selective Router, including the trunk from the carrier's Mobile Switching Center (MSC) to the 911 Selective Router, and the particular databases, interface devices, and trunk lines that may be needed to implement the Non-Call Path Associated Signaling and Hybrid Call Path

Associated Signaling methodologies for delivering E911 Phase I data to the PSAP. PSAPs, on the other hand, must bear the costs of maintaining and/or upgrading the E911 components and functionalities beyond the input to the 911 Selective Router, including the 911 Selective Router itself, the trunks between the 911 Selective Router and the PSAP, the Automatic Location Identification (ALI) database, and the PSAP customer premises equipment (CPE).

Copies of the FCC letter were provided for review. This document represents an FCC staff interpretation and not a formal Commission ruling, however, it does provide direction and may impact future decisions of the ETSC.

March 28, 2001 Critical Issues Forum

As of the March 16 meeting of the Recertification Subcommittee, only 32 counties were determined to be in compliance with P.A. 32 of 1986, as amended, and the wireless emergency service order. ETSC, NENA, APCO, and MCDA worked together to sponsor and support a one-day forum in Mt. Pleasant on March 28 to provide critical information to counties to assist them in becoming compliant for second-year certification. More than 300 individuals attended the forum. Mr. Rogers, Ms. Hensel, Mr. Sexton, and the Michigan State Police Uniform Services staff received a large number of calls from county and PSAP officials with questions prior to and following the seminar. Mr. Rogers thanked Mr. Sexton, the current Michigan NENA president, for his behind-the-scenes efforts to make this forum possible, and at no cost to attendees. The packet of information prepared for the forum provides a history of where 9-1-1 in Michigan has been and what still needs to be done to make wireless 9-1-1 a reality in our state.

The results of the forum were evident at the May 14 meeting of the Recertification Subcommittee. That subcommittee's report is reflected below.

Contact with U.S. Representative Upton's Office

On May 10 Lt. Colonel Madden, Mr. Rogers, and Ms. Cwiek participated in a conference call with staff members from Rep. Fred Upton's Washington D.C. office. Representative Upton is the new chair of the Telecommunications and Internet Subcommittee. His staff is collecting information about the status of wireless implementation around the country and looking at the question of whether current implementation standards and schedules are appropriate. Representative Upton may hold hearings in Washington D.C. this June. Information was provided to his aides about Michigan's progress, and they were provided contact names and numbers for National NENA and APCO.

ETSC Member Participation: Mr. Rogers reemphasized the need for ETSC members to participate on subcommittees. There is much work to be done and everyone's help is needed. Members serve on the Committee because their organizations want a voice in how 9-1-1 is being managed in Michigan. This voice can best be heard by actively participating in the committee and its subcommittees.

B. RECERTIFICATION SUBCOMMITTEE REPORT

On May 14 Subcommittee members and a number of volunteers met to review the information submitted by counties as required for second-year certification for wireless funding. All 83 counties were determined to be eligible for recertification.

Mr. Nystrom stated that a number of counties are putting money into funds other than wireless. He is aware of one county that is holding all the money although they don't take wireless calls. Mr. Nystrom stated that wireless funds must be in a dedicated fund and the interest has to follow.

MOTION by Hensel, supported by Mr. Hull, that the ETSC approve all 83 counties, including the four conferences of Wayne, for second-year recertification and eligible for 2001 wireless funds. MOTION PASSED unanimously.

The Department of Treasury has calculated the next quarterly payment based on the newly certified 83 counties. The next payment will be higher than previous quarterly payments due to an adjustment made by Treasury. Counties and PSAPs are cautioned not to base their annual budgets on this particular payment. The following payment, to be issued in late July, should be a more accurate reflection of future quarterly distributions.

Two counties, Cass and Schoolcraft, submitted paperwork which lacked a clerk's signature or seal. MSP staff will contact each county and ask them to provide a signed or sealed copy for the ETSC files.

C. DISPATCHER TRAINING SUBCOMMITTEE REPORT

P.A. 32 of 1986, as amended, states in part:

Money shall be disbursed to an eligible public safety agency or county for training of PSAP personnel through courses certified by the commission on law enforcement standards only for either of the following purposes:

- (1) To provide basic 9-1-1 operations training.*
- (2) To provide in-service training to employees engaged in 9-1-1 service.*

The Dispatcher Training Subcommittee has worked with MCOLES staff on determining the legislative intent of P.A. 32 as it pertains to MCOLES' responsibilities. MCOLES has never "certified" courses for the law enforcement community. It is believed that the legislative intent was to use MCOLES' established practices, experience, and expertise in approving courses for 9-1-1 training.

MOTION by Mr. Nystrom that, for the purposes of 9-1-1 training fund distribution, the ETSC concurs that the legislative intent of the phrase "courses certified" is the same as "courses approved." Therefore, the ETSC endorses the standards practiced by MCOLES for all course approval in the Act. Ms. Hensel seconded. MOTION PASSED unanimously.

As indicated in the April 24, 2001 letter from Lt. Col. Stephen Madden to County Commissioners, County 9-1-1 Coordinators, and Primary PSAP Directors, it is the intent of the Committee to distribute instructions and a registration form to primary PSAPs by June 4, 2001. This form must be completed and returned by July 2, 2001, in order for a primary PSAP to be considered for distribution of training funds this year.

Form ETSC-101 is the "Request for Act 32 Dispatcher Training Distribution" to be completed by primary PSAPs to request training funds. This form will be submitted to the ETSC through the MSP Uniform Services Bureau office.

Form ETSC-202 is the "Request for Training Course Approval" to be completed by PSAPs and vendors who wish to request training course approval. This form will be submitted to the ETSC through the MCOLES office. The Dispatcher Training Subcommittee will work with MCOLES staff to approve courses. Annual renewal will be required.

MOTION by Mr. Nystrom, supported by Sheriff Gribler, to adopt ETSC-101 with its instructions. On the instruction form, #10 and #12 will be amended to delete the words "e-mail address." MOTION PASSED unanimously.

MOTION by Mr. Nystrom, seconded by Ms. Hensel to adopt Form ETSC-202 with its instructions. On the instruction form, #18 will be amended to add the word "is" after "training." MOTION PASSED unanimously.

The next meeting of the Dispatcher Training Subcommittee is scheduled for June 11 at the MSP Training Academy, 10 a.m. Training course and expenditure guidelines will be finalized.

D. WIRELESS IMPLEMENTATION SUBCOMMITTEE REPORT

Appeals Process for Challenges to Unallowable Expenditures of Wireless Funds Recommendation: A draft of this document was distributed to committee members at the February meeting for their review.

MOTION by Ms. Hensel that this document be adopted. Mr. Gould seconded.

DISCUSSION: Sheriff Gribler asked if appeals can be made in person rather than in writing. The initial appeal is made in writing and is referred to the Wireless 9-1-1 Implementation Subcommittee Task Force for review and recommendation. If the recommendation is negative, a personal appearance to allow appeal before the full ETSC may be appropriate.

Item 1 of the document states that "[a] county with questions or challenges . . . will present a written request of appeal . . ." Mr. Berry questioned whether this prohibits individual PSAPs from bringing forward challenges. MOTION by Ms. Hensel, supported by Mr. Berry to amend Item 1 to read "A county or PSAP . . ." MOTION TO AMEND PASSED with one nay vote.

Mr. Berry questioned the necessity of including Item 6 in this document and suggested it be eliminated. MOTION by Mr. Berry to delete Item 6. No second was received and the motion was withdrawn.

MOTION PASSED unanimously to adopt the Appeals Process for Challenges to Unallowable Expenditures of Wireless Funds Recommendation with the approved amendment.

Recommended Grade of Service Standard: MOTION by Ms. Hensel to adopt the Recommended Grade of Service Standard. Seconded by Mr. Nystrom. MOTION PASSED with one nay vote.

DISCUSSION: Mr. Gould stated that the Michigan Communications Directors Association (MCDA) agrees that a standard is needed and supports this motion with a few reservations. P.01 is as yet untested by PSAPs that take a large volume of cellular calls. The additional number of trunks and PSAP personnel needed to meet this standard is undeterminable. MCDA will be looking to National NENA for guidance. Ms. Hensel pointed out that Item 4 of the policy indicates that the Wireless Implementation Subcommittee will revisit this issue after National NENA adopts a national standard.

E. CMRS SUBCOMMITTEE REPORT

The ETSC recently received its first request for reimbursement from a CMRS supplier (assigned MSP Voucher #01-0001). In compliance with P.A. 32 of 1986, as amended, all identifying information was removed from the invoice by MSP staff before it was submitted to the CMRS Subcommittee for review and recommendation. Committee members were provided with copies of the CMRS Subcommittee's May 14 meeting minutes and the invoice. Mr. Rogers asked Committee members to return the invoice document to Ms. Cwiek following this meeting. Audience members were provided copies of the meeting minutes, but not the invoice.

Mr. Crawford reported that the CMRS Subcommittee met by conference call on May 14 to review MSP Voucher 01-0001. Mr. Paul Styler explained each item and its relationship to implementing wireless E9-1-1 service. Mr. Styler asked that clarification be obtained from the supplier on an

item about which he was uncertain. MSP administrative staff contacted the supplier and obtained a brief explanation of the questioned item to the satisfaction of the subcommittee.

MOTION by Mr. Crawford to approve payment of voucher 01-0001 in the amount of \$332,839. Mr. Bartholomew supported. MOTION PASSED unanimously.

F. LEGISLATIVE ACTION SUBCOMMITTEE REPORT

Mr. Rogers reported that letters have been mailed to counties and CMRS suppliers requesting information for the 2001 Annual Report to the Legislature be submitted to the ETSC by June 22. By statute, this annual report is due August 30. A meeting of the Legislative Action Subcommittee will be held on July 17, 10 a.m. at MSP Headquarters in East Lansing to begin compiling the information. Counties are asked to provide the ETSC with the portion of their latest audit report that addresses their 9-1-1 funds. This portion is usually about two pages in length. Counties should also include a letter detailing the amount of wireless funds they have received to date and an explanation of how the money has been spent or how the county intends to utilize the funds.

DISCUSSION

A. AUDIT REQUIREMENTS FOR WIRELESS FUNDS

There is some confusion among counties and PSAPs as to the audit requirements for wireless funds. Although P.A. 32 of 1986 does not address auditing of wireless funds, audits of government funds are required under other Michigan laws. For most local government agencies, annual audits are required by P.A. 2 of 1968. Some small entities are only required to conduct audits every other year.

Wireline and wireless 9-1-1 revenue must each be accounted for separately and tracked by separate activity numbers. The funds can be co-mingled (placed in the same bank account with general or other funds) and invested with other monies, however, the interest must be pro-rated back to the appropriate activity numbers based on the amounts invested.

Wireline and wireless expenditures must also be tracked using separate activity numbers for each. Training fund receipts and expenditures must be assigned separate activity numbers as well.

B. NPA RELIEF

Ms. Marilyn Moore provided an overview from the Michigan Public Service Commission (MPSC) on pending area code issues. The FCC controls all resources regarding area codes in the United States. On July 28, 2000, six area codes were transferred from the FCC to the MPSC for processing.

The state of Michigan has 39 incumbent local telephone carriers and approximately 170 competitive local telephone carriers. Telephone carriers request telephone numbers to assign to customers. The first three digits of a 7-digit telephone number are associated with a central telephone office in a given geographic area. The increase of local telephone carriers is beginning to exhaust the number supply in certain areas. The FCC procedure states number distribution to telephone carriers are to be made in blocks of 10,000. This procedure creates stranded numbers, since most of the small competitive local telephone carriers need less than 1,000 numbers. Efforts are underway to change this procedure to permit distribution in smaller blocks of numbers. In the meantime the MPSC, with approval from FCC, has undertaken an area code relief process. In this process, the MPSC has been reviewing six area codes by gathering information at public hearings and through the written comment cycle. The Commission has been issuing Orders to relieve the problem, which either grant an area code split or grant an area code overlay. An area code split divides the geographic area of the current area code, giving one half a new area code number and retaining the current area code

for the other half. The area code overlay allows the current telephone number holders to keep their current area code and assigns a new area code to all new number holders in that geographic area. The Commission determines which direction to take based on comments received at public hearings and through the written comment cycle. Therefore, interested parties need to be specific when submitting comments. Your comments are encouraged.

Questions regarding area code relief issues can be addressed to the following MPSC staff:
Dan Kearney, Supervisor, Engineering & Tariff Section, 517-241-6206 or
Karen Norcross, Senior Numbering Resource Specialist, Engineering & Tariff Section, 517-241-8048.

C. 2002 CERTIFICATION

The quarterly schedule of wireless funds to counties is January, April, July, and October. The ETSC will look to complete the annual recertification of counties earlier next year to permit the Department of Treasury to issue the April quarterly payment on schedule.

D. STATEWIDE 9-1-1 DISPATCHING PROCEDURES

Sheriff Gribler recommended the Resource Management Subcommittee be reactivated for the purpose of looking at issues surrounding the proper allocation of resources during tight budgetary times. The current financial situation around the state, particularly in southwestern Michigan, makes it difficult to allocate the proper public safety resources. Sheriff Gribler believes the ETSC should pay close attention to this issue in the future and he volunteered to serve on the subcommittee.

Mr. Rogers will forward this recommendation to Lt. Colonel Madden for his consideration.

PUBLIC COMMENT

None.

NEXT MEETING

Wednesday, August 1, 2001, 10 a.m., Clinton County Courthouse, 100 Cass Street, St. Johns, Michigan.

The meeting adjourned at 11:00 a.m.

Approved:

Mr. Paul Rogers, Vice Chair
Emergency Telephone Service Committee



**EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING
Held at Clinton County Courthouse
St. Johns, Michigan**

**August 1, 2001
10:00 a.m.**

DRAFT MINUTES (pending approval of ETSC)

MEMBERS PRESENT	REPRESENTING
Lt. Col. Stephen Madden, Chair	Department of State Police
Mr. Paul Rogers, Vice Chair	National Emergency Number Association
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. John Buczek	Fraternal Order of Police
Mr. Hugh Crawford	Michigan Association of Counties
Mr. Steve Berenbaum, rep. Ms. Kelly Fennell	Telecommunications Association of Michigan
Ms. Ralph Gould	Michigan Communications Directors Association
Sheriff Dale Gribler	Michigan Sheriffs' Association
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Sgt. Mark Thompson	Michigan State Police Troopers Association
Chief Paul Trinka	Michigan Association of Fire Chiefs

MEMBERS ABSENT	REPRESENTING
Chief James Bartholomew	Michigan Association of Chiefs of Police
Chief William Corbett	Public Member, Senate Appointed
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Mr. Robert Struck	UP Emergency Medical Service Corp.
Mr. Scott Temple	Commercial Mobile Radio Service

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 10 a.m.

APPROVAL OF MINUTES

MOTION to approve the minutes of the May 22, 2001, ETSC meeting. A vote was taken and the MOTION CARRIED unanimously.

REPORTS

A. REPORT OF THE CHAIR

Retirement Announcements

Mr. Mike Sexton was congratulated on his retirement from Ameritech. Mr. Sexton is the current president of the Michigan Chapter of NENA and will continue to serve in that position for the full term. He has been very actively involved in moving Michigan's wireless E9-1-1 efforts forward and will continue to work with the ETSC and the public safety community through his NENA position.

It was also announced that Mr. Dave Green is retiring from Verizon (formerly known as GTE). Mr. Green served as the Telecommunications Association of Michigan representative to the ETSC for a period of time and has been a key figure in bringing both wireline and wireless E9-1-1 to Michigan's citizens. He has been a strong supporter of the ETSC and public safety for many years.

Second Year Certification

At its May meeting, the ETSC voted to certify all 83 counties eligible to receive second-year wireless funding. A letter dated May 25, 2001, was sent to the Department of Treasury notifying them of this action.

Cass and Schoolcraft County Compliance

As directed by the Committee at the May meeting, letters were sent to Cass and Schoolcraft counties asking for additional documentation to verify compliance for second-year funding. The requested information was subsequently received from both counties.

Collection of 9-1-1 Stories

The ETSC administrative staff would like to establish a library of current "wireless E9-1-1 stories" that demonstrate the need for Phase I and II technology. These stories will be shared, upon request, with interested parties. Anyone who has a significant story to relate about a wireless 9-1-1 call that demonstrates the need for enhanced wireless 9-1-1 is asked to forward the information to Ms. Linda Cwiek, Uniform Services Bureau, Michigan State Police, 714 S. Harrison Rd., East Lansing, MI, 48823. Please include a detailed description of the call/incident, the outcome, the location, and the date and approximate time it occurred. News articles may also be forwarded.

July 2001 Payment to Counties

The second quarter, second-year wireless fund payment to counties was issued by the Department of Treasury this week. This is the first payment calculated using the 2000 census figures.

NENA News Article on March Critical Issues Forum

Attendees were provided with a copy of an article about Michigan's March Critical Issues Forum (CIF), which was published in the Summer 2001 edition of the National NENA News. The article, authored by Mr. Bob Currier of Intrado (formerly SCC Communications), was very complimentary of Michigan's efforts.

Public Member Appointments

The two-year appointments for the Governor's, House, and Senate public member representatives to the ETSC are scheduled to expire in October 2001. A letter was recently received from Rep. Rick Johnson appointing Mr. Charles Nystrom to another term as the House of Representatives member. Letters have been sent to the Governor's Office and Senator Dan DeGrow asking for their appointments for the next two-year term. Chief Corbett has indicated that he will be unable to continue to serve as the Senate representative.

B. DISPATCHER TRAINING SUBCOMMITTEE REPORT

The Dispatcher Training Subcommittee has been very active over the past several months putting together the processes needed to begin distribution of the dispatcher training funds. The subcommittee met on July 13 to finalize its recommendations to the ETSC.

The Dispatcher Training Distribution form (ETSC-101) was distributed in a mass mailing in early June. Deadline for submission of forms was July 2, 2001 (postmark date). Of the 191 primary PSAPs identified in Michigan, 145 submitted requests for dispatcher training funds and 46 did not apply. The subcommittee recommends 143 applications be approved and two be rejected due to late filing. The 143 approved applications cover a total of 1,814 eligible dispatchers.

With \$421,009 available for this first distribution, the per dispatcher amount for distribution is estimated to be approximately \$232.

MOTION by Mr. Nystrom that the August 2001 wireless training fund distribution be paid to the 143 certified Primary PSAPs from funds collected between January 2000 and December 31, 2000. Motion seconded.

Lt. Jim Mynsberge, Auburn Hills Police Department, appeared before the Committee to appeal the subcommittee's decision to reject Auburn Hills' request for funding. Auburn Hills' ETSC-101 form was signed and dated on July 3, 2001, and was postmarked on July 4, 2001. Lieutenant Mynsberge advised they moved to a much larger facility during the month of June. The disruption of that move contributed to the delayed submission of their request. Auburn Hills appreciates the efforts of the Training Subcommittee and supports the need for dispatcher training. Lieutenant Mynsberge further recommended the committee explore alternative methods for notifying agencies of this process and for allowing agencies to submit applications; e.g., via email. This would help reduce the amount of paperwork involved.

Mr. Nystrom recommended this appeal be denied. Since the July 2 deadline date, Mr. Nystrom has received calls from other agencies asking if they can still apply and he has advised them they cannot. He indicated that to make an exception for the two late applicants would open the door for the other 46 agencies to apply as well. The subcommittee originally planned to recommend the first distribution of funds include all money collected through July 2001, but later voted to distribute only those funds collected in 2000. While this means less money will be distributed this time, there will be more money available for the second distribution when it is anticipated more agencies will apply.

AMENDED MOTION by Mr. Crawford to grant the appeal of Auburn Hills. Motion seconded. Six votes in support and ten votes in opposition. MOTION FAILED.

Vote on original MOTION by Mr. Nystrom that the August 2001 wireless training fund distribution be paid to the 143 certified Primary PSAPs from funds collected between January 2000 and December 31, 2000. MOTION CARRIED by unanimous vote.

Mr. Nystrom advised that form ETSC-201 will be used by the Michigan Commission on Law Enforcement Standards (MCOLES) to approve training courses. The form is sent direct to them. For this reason, MCOLES has asked the form be renumbered to TC-34D to fit within their forms structure.

MOTION by Mr. Nystrom that ETSC form 201 be replaced by form TC-34D. Additional attachments to form TC-34D will be (1) Procedures for Reviewing TC-34D and (2) MCOLES/ETSC Training Approval/Appeal Process chart. MOTION SECONDED AND CARRIED by unanimous vote.

MOTION by Mr. Nystrom that the 9-1-1 Center Personnel Training Fund Distribution, 2001 Guidelines be adopted and distributed to all primary PSAPs statewide. MOTION SECONDED AND CARRIED by unanimous vote. These guidelines include the revised distribution dates.

MOTION by Mr. Nystrom that the money from the wireless \$.03 fund be used to compensate and support MCOLES in the certification (approval) of 9-1-1 training, instructor, and vendor acceptance. Motion seconded.

Lt. Colonel Madden voiced his opposition to this recommendation. The \$.03 funds may only be spent with legislative approval and is designated by statute to be used to fund "priority issues of 9-1-1 coverage." The Michigan State Police (MSP) is in the process of developing an RFP to hire a consultant to assist in developing a prioritized list for submission to the Legislature. MCOLES may ask for consideration as part of this process. Further, Section 714(2) of P.A. 32 provides that "The department of state police and the public service commission shall provide

staff assistance to the committee as necessary to carry out the committee's duties under this section." The MSP Uniform Services Bureau provides considerable staff time and resources to the ETSC without additional funding. MCOLES is also a division within MSP.

Mr. Nystrom reiterated his support for this motion and indicated that MCOLES staff members have spent a considerable amount of time working with the subcommittee on this effort. While he realized the committee cannot authorize payment to MCOLES, he asked the committee to author a letter of recommendation for submission to the Legislature. No specific dollar amount has been identified.

Mr. Gould indicated that the Michigan Communications Directors Association has gone on record recommending the \$.03 funds be used to fund a statewide 9-1-1 coordinator position. While both are good causes, to now support a different recommendation on use of the funds would put MCDA in an awkward position.

Mr. Berry questioned whether, given current economic conditions, the \$.03 funds would be placed in the state's general fund. Lt. Colonel Madden advised that these funds are restricted by statute and will not be placed in the general fund.

MOTION by Mr. Patrick to table the original motion until the RFP and planning process can be completed, and the committee can be given time to evaluate the outcome. Mr. Nystrom supported. MOTION CARRIED by unanimous vote.

Lt. Colonel Madden thanked Mr. Nystrom and the members of the subcommittee for their efforts in moving the dispatcher training fund process forward.

C. CMRS SUBCOMMITTEE REPORT

The ETSC recently received its second request for reimbursement from a CMRS supplier (assigned MSP Voucher #01-0002). In compliance with P.A. 32 of 1986, as amended, all identifying information was removed from the invoice by MSP staff before it was submitted to the CMRS Subcommittee for review and recommendation. As requested by one of the CMRS Subcommittee members, MSP administrative staff contacted the supplier and obtained a brief explanation of one item in question to the satisfaction of the subcommittee.

Committee members were provided with copies of the CMRS Subcommittee's July 9 minutes and the invoice. Audience members were provided copies of the minutes, but not the invoice.

MOTION by Lt. Colonel Madden to approve payment of voucher 01-0002 in the amount of \$62,177.02. MOTION SECONDED AND CARRIED by unanimous vote.

D. POLICY SUBCOMMITTEE

Mr. Hunt provided the following report on behalf of the Policy Subcommittee. The subcommittee was asked to review the existing ETSC Policies and make recommendations on whether or not each should be retained, modified, or deleted. The subcommittee completed this charge and its recommendations were provided to the committee for review.

POLICY A – Routing of Cellular Wireless 9-1-1 Calls

The subcommittee recommends this policy be retained with revisions. Recommend the word "cellular" be changed to "wireless" throughout the document. In the second paragraph, change "consolidated dispatch" to "primary public safety answering point."

Lt. Colonel Madden voiced his concern that this policy places the responsibility for handling wireless calls in counties without consolidated dispatch on MSP. Every county has gone on record requesting wireless surcharge funds and Phase I service. If counties accept wireless funds, they cannot expect MSP to continue to handle their wireless calls.

Several other questions and concerns were raised by committee members and the audience regarding the wording of this policy. After discussion, Policy A was referred back to the subcommittee for further review.

POLICY B – Transfer of Emergency Information Between Public Safety Answering Points

The subcommittee recommends this policy be retained as is.

Current policy recommends information be relayed by telephone or direct radio contact, and not by LEIN. Mr. Gould suggested language be added to include digital technology as a means of transferring information. Mr. Rogers reported that, in the past, there were occasions when information was relayed by LEIN and delays resulted when no one at the receiving end saw it for a period of time. Some confirmation of receipt is necessary. Ms. Coates, Oakland County CLEMIS, reported that they will soon be able to transmit information via their CAD system. Calling to confirm receipt would be needless and time-consuming.

Mr. Hunt recommended this policy be returned to the subcommittee. The legislation defines methods of transfer and the subcommittee will review this language to determine whether changes should be made either to the policy or to the existing legislation to address digital technology.

POLICY C – Procedures for Cellular Telephone Callers Reporting an Incident in Progress

The subcommittee recommends this policy be retained, changing the word “cellular” to “wireless.”

This policy was originally drafted to address situations where good Samaritans use their vehicles and wireless phones to follow suspects. This practice raises safety concerns for the citizen and liability concerns for the dispatch center.

Sergeant Thompson pointed out that the policy uses the word “chase” in one paragraph and “follow” in the next, and the two words have very different meanings to him. Much valuable information can be obtained from a citizen following a suspect, like a possible OUIL, at a safe distance.

The ETSC does not have the authority to mandate PSAPs to take any particular action; its role is advisory only. It was suggested the name of the policy be changed from “Procedures . . .” to “Guidelines . . .”

Other comments included use of the word “subject” then “suspect;” reference to turning the call over to a supervisor when this is not always an option; and the suggestion that this issue should be addressed as a training issue, not a policy.

Sheriff Gribler stated that he believes it is important for the ETSC to have a policy on this matter, particularly in light of recent passage of the new CCW law.

Policy C was referred back to the subcommittee for further review.

POLICY D – Transfer of Cellular 9-1-1 Calls Between Public Safety Answering Points

The subcommittee recommends this policy be retained, changing the word “cellular” to “wireless.”

MOTION by Lt. Colonel Madden to retain Policy D as is with the recommended changes.
MOTION SECONDED AND CARRIED by unanimous vote.

POLICY F – Use of 9-1-1 System by Public Safety Personnel for Non-Emergency Calls

The subcommittee recommends this policy be deleted now that P.A. 32 of 1986, as amended, Section 605 (1-4) addresses this issue.

MOTION to delete Policy F. MOTION SECONDED AND CARRIED by unanimous vote.

E. LEGISLATIVE ACTION SUBCOMMITTEE REPORT

Lt. Colonel Madden reported that the subcommittee has been working on the 2001 Annual Report to the Legislature on the Implementation of Wireless E9-1-1. Copies of the draft document were provided to committee members for their review. The recommended tone of this annual report is that Michigan is moving forward, but much more needs to be done. Comments and suggested changes should be referred to Ms. Linda Cwiek as soon as possible. This report is due to the Legislature by August 31, 2001.

During a recent subcommittee meeting, the group entertained a lively discussion on the reasons why Michigan is not further along in Phase I implementation. Several reasons were identified; however, it was also noted that states around the country are experiencing similar difficulties. Michigan was commended at the recent National NENA conference in Florida for its ability to get Phase I service requested statewide.

A primary area identified as hindering Michigan's progress is the lack of project management at the statewide level. Included in the current draft is a recommendation from the ETSC that the state hire a full-time 9-1-1 coordinator to assist with both wireline and wireless issues. Some current ETSC members and MSP staff members are spending an increasing amount of time working on these issues and they cannot continue to do so.

Mr. Hunt stated his opposition to this proposal, as the ETSC has taken no formal action to support the recommendation.

Mr. Rogers stated his support for including the recommendation in the report. He believes Michigan is at a point where a statewide coordinated effort is needed. This is in no way intended to take away local control. Wireless implementation is a classic example of something that could go better if we had statewide project management. Steps taken by one county to implement wireless impact the surrounding counties. Someone is needed to meet regionally with all those involved to make sure the processes come together. A statewide coordinator could also attend national symposiums and bring back information to those agencies that cannot afford to send their own staff.

A lack of cohesiveness has been identified in the wireless implementation process. When wireline E9-1-1 was being established, Ameritech and GTE representatives worked closely with the counties and PSAP directors to help them through the process. With wireless implementation, many carriers and database providers are out of state. Additionally, if a wireless carrier receives a Phase I request for service from a PSAP, they are required to provide it. There is no requirement that the PSAP coordinate its efforts with other PSAPs within its county or adjoining counties. This causes a concern for the wireless carriers that they may be left with abandoned towers as the process evolves.

Mr. Hunt pointed out that the NENA checklist includes steps a PSAP should follow, including a recommendation that the 9-1-1 service provider be included in initial planning sessions. This could alleviate concerns about a lack of cohesiveness.

Ms. Moore agreed that there is a need for a statewide 9-1-1 coordinator. She said the number of inquiries regarding 9-1-1 coming into the Michigan Public Service Commission (MPSC) has been increasing over the years. She attributes the increase over time to the fact that Ameritech and Verizon, the major two incumbent telephone providers in the state, used to perform 9-1-1 functions for county and PSAP staff which should have been performed by the county and PSAP staff. Then competition was introduced into the telecommunications market; greater

demands were placed on Ameritech and Verizon, and they no longer had the time or staff to perform these functions. To compound matters, there was the entry of competitive telephone providers, wireless providers, consultants, and others into the telecommunications market, and many of them are not certain what needs to be done. This is leading to confusion and inefficiency.

Mr. Hunt stated his concern over the fact there is no job description or parameters established for how this position would function. While he agrees that some ETSC members spend an inordinate amount of time on ETSC related issues, he cannot support the hiring of a statewide coordinator at this time.

Mr. Gould offered the assistance of MCDA in drafting a position description for the committee's consideration.

Lt. Colonel Madden views this recommendation as a starting point; he would like the ETSC to go on record that it views certain functions beyond its scope. This will eventually lead into discussions with the Legislature, the Michigan Department of Management and Budget, and the Michigan Department of Civil Service to address function, position level, funding, etc.

MOTION by Mr. Hull that the ETSC 2001 Annual Report to the Legislature include a recommendation that the state pursue the feasibility of establishing a statewide 9-1-1 coordinator position. MOTION PASSED with 14 yes votes and 2 no votes.

Lt. Colonel Madden asked Mr. Gould to begin working with MCDA on preparing a draft position description.

DISCUSSION

A. REACTIVATION OF RESOURCE MANAGEMENT SUBCOMMITTEE

At the last ETSC meeting, Sheriff Gribler requested the Resource Management Subcommittee be reactivated to review issues of personnel/resource management, particularly in areas that have a joint law enforcement presence. Calls for service are being handled inconsistently from county to county, and he believes a statewide policy would be beneficial.

Lt. Colonel Madden stated that Sheriff Germond, the former Michigan Sheriffs' Association representative to the ETSC and a member of the Resource Management Subcommittee, believed that call management was best handled at the county level and he did not support establishment of a statewide policy.

Sheriff Gribler will take this issue back to his membership for discussion and draft an issues paper for future consideration by the Committee.

B. CDPD AND THE WIRELESS SURCHARGE

Ms. Patricia Coates, Oakland County CLEMIS, brought forward a concern about the wireless surcharge being applied to CDPD (Cellular Digital Packet Data) lines. A large number of police departments, local governments, and businesses in the metropolitan Detroit area use CDPD for connectivity for mobile data. The law enforcement systems are normally closed systems, without even internet capability. The local governments primarily send meter reading data back to a billing system, and the primary business use is for automatic vehicle location (AVL). The devices are connected to modems, not cellular telephones, and do not have a dial-able number associated with them. These users normally do not have a mobile telephone connection within the modem, and the devices in use could not dial 9-1-1.

Cingular Wireless believes the law is clear in that they must charge for each connection and a CDPD line is a connection. They do not believe they have the option of not collecting the surcharge on these lines, with the existing wording in the law.

Mr. Rogers pointed out that some mobile communications connections do permit the vehicle to access the internet. Voice over IP mechanisms may eventually be able to contact 9-1-1. The Committee must be careful in its actions on this matter as technology is growing and changing rapidly.

Mr. Hunt advised that NENA is addressing this at the national level. At some point in the future, voice over capability will be a reality.

Lt. Colonel Madden asked Ms. Coates to outline her concerns to him in writing. He will then contact the Attorney General's office and ask for guidance on this matter.

B. MICHIGAN PUBLIC SERVICE COMMISSION (MPSC) WEB PAGE

Ms. Moore advised that MPSC Communications Division has added to their web page a section under Other Information titled "9-1-1 Related Materials." This section includes pdf files for Michigan 9-1-1 Charges by County and Local Telephone Companies by County, and a link to the ETSC web site.

PUBLIC COMMENT

Mr. Jim Fyvie, Clinton County Central Dispatch Director, reported that the Clinton County Board of Commissioners has approved a mobile data computer project for their dispatch center that includes mapping and AVL. Mapping is the last component to be completed for the center to be FCC Phase II compliant. Projected completion date is November 2001.

NEXT MEETING

Wednesday, September 26, 2001, 2 p.m., at the Kettunen Center, 14901 4H Drive, Tustin, Michigan, in conjunction with the APCO Fall Conference. Information regarding the APCO Fall Conference can be found on the new APCO web site at www.miapco.org.

The meeting adjourned at 12:30 p.m.

Approved:

Lt. Col. Stephen D. Madden, Chair
Emergency Telephone Service Committee

**Emergency Telephone Service Committee
2001 Report to the Michigan Legislature**

ACRONYMS/DEFINITIONS

9-1-1 System Provider (also referred to as 9-1-1 Service Provider) – a Telco that provides 9-1-1 platform services; i.e., selective routing, ANI and ALI information. In Michigan, the two 9-1-1 System Providers are Ameritech and Verizon.

- ALI** **Automatic Location Identification** – A 9-1-1 service feature provided by the service supplier that automatically provides the name and service address or, for a CMRS service supplier, the location associated with the calling party's telephone number as identified by automatic number identification to a 9-1-1 public safety answering point.
- ANI** **Automatic Number Identification** – A 9-1-1 service feature provided by the service supplier that automatically provides the calling party's billing telephone number to a 9-1-1 public safety answering point.
- AR** **Alternate Routing** – A standard feature provided to allow E9-1-1 calls to be routed to a designated alternate location if **(1)** all E9-1-1 exchange lines to the primary PSAP are busy, or **(2)** the primary PSAP is closed down for a period of time (night service).
- CAS** **Call Associated Signaling**
- CMRS** **Commercial Mobile Radio Service** – Includes all of the following:
- 1) A wireless 2-way communication device, including a radio telephone used in cellular telephone service or personal communication service.
 - 2) A functional equivalent of a radio telephone communications line used in cellular telephone service or personal communication service.
 - 3) A network radio access line.
- CMRS Connection** – Each number assigned to a CMRS customer.
- Consolidated Dispatch** – A countywide or regional emergency dispatch service that provides dispatch service for 75% or more of the law enforcement, fire fighting, emergency medical service, and other emergency service agencies within the geographical area of a 9-1-1 service district or serves 75% or more of the population within a 9-1-1 service district.
- Database Service Provider** – A service supplier who maintains and supplies or contracts to maintain and supply an ALI database or a MSAG.
- DR** **Default Routing** – A standard feature activated when an incoming E9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E9-1-1 control office to a default PSAP. Each incoming E9-1-1 facility group to control office is assigned a default PSAP.
- EMS** **Emergency Medical Service** – The emergency medical response group established under the Emergency Medical Systems Act of 1972.
- ESN** **Emergency Service Number** – A number defining the primary PSAP and up to 5 secondary PSAPs serving a particular telephone number. It is used in conjunction with the selective routing feature of E9-1-1 service.

- ESZ** **Emergency Service Zone** – The designation assigned by a county to each street name and address range that identifies which emergency response service is responsible for responding to an exchange access facility's premises.
- Emergency Telephone Charge** – Emergency telephone operation charge and emergency telephone technical charge.
- Emergency Telephone District** – The area in which 9-1-1 service is provided or is planned to be provided to service users under a 9-1-1 system implemented under this act. Also referred to as "9-1-1 service district."
- Emergency Telephone District Board** – The governing body created by the board of commissioners of the county or counties with authority over an emergency telephone district.
- Emergency Telephone Operation Charge** – A charge for nonnetwork technical equipment and other costs directly related to the dispatch facility and the operation of 1 or more PSAPs including, but not limited to, the costs of dispatch personnel and radio equipment necessary to provide 2-way communication between PSAPs and a public safety agency. Emergency telephone operation charge does not include non-PSAP related costs such as response vehicles and other personnel.
- ETSC** **Emergency Telephone Service Committee** – A committee created within the department of state police to develop statewide standards and model system considerations and make other recommendations for emergency telephone services.
- Emergency Telephone Technical Charge** – A charge for the network start-up costs, customer notification costs, billing costs including an allowance for uncollectibles for technical and operation charges, and network nonrecurring and recurring installation, maintenance, service, and equipment charges of a service supplier providing 9-1-1 service under this act.
- E9-1-1** **Enhanced 9-1-1** – The office providing tandem switching capability for E9-1-1 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard ESS speed calling features, call transfer capability and certain maintenance functions for each PSAP. Sometimes call a tandem switcher.
- Final 9-1-1 Service Plan** – A tentative 9-1-1 service plan that has been modified only to reflect necessary changes resulting from any exclusions of public agencies from the 9-1-1 service district of the tentative 9-1-1 service plan under section 306 and any failure of public safety agencies to be designated as PSAPs or secondary PSAPs under section 307.
- HCAS** **Hybrid CAS** – a combination of CAS (Call Associated Signaling) and NCAS (Non Call Associated Signaling).
- LEC** **Local Exchange Carrier** – The telephone company that had the exclusive franchise (granted by a state's Public Utilities Commission (PUC) to sell local dial tone services in a given piece of geography in the USA.
- MSAG** **Master Street Address Guide** – A perpetual database that contains information continuously provided by a service district that defines the geographic area of the service district and includes an alphabetical list of street names, the range of address numbers on each street, the names of each community in the service district, the emergency service zone of each service user, and the primary service answering point identification codes.
- NCAS** **Non Call Associated Signaling**
- Phase I Wireless E9-1-1 Service** – dispatch center receives call back number of the wireless phone used to dial 9-1-1 and the location of the cell site used to handle the call.
- Phase II Wireless E9-1-1 Service** – dispatch center receives specific location information of the wireless caller dialing 9-1-1, within parameters set by the Federal Communications Commission.

PSAP **Primary Public Safety Answering Point** – A communications facility operated or answered on a 24-hour basis assigned responsibility by a public agency or county to receive 9-1-1 calls and to dispatch public safety response services, as appropriate, by the direct dispatch method, relay method or transfer method. It is the first point of reception by a public safety agency of a 9-1-1 call and serves the jurisdictions in which it is located and other participating jurisdictions, if any.

Private Safety Entity – A nongovernmental organization that provides emergency fire, ambulance, or medical services.

Public Safety Agency – A functional division of a public agency, county, or the state that provides fire fighting, law enforcement, ambulance, medical, or other emergency services.

Relay Method – A PSAP notes pertinent information and relays it by telephone, radio, or private line to the appropriate public safety agency or other provider of emergency services that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

Secondary PSAP Answering Point – A communications facility of a public safety agency or private safety entity that receives 9-1-1 calls by the transfer method only and generally serves as a centralized location for a particular type of emergency call.

SR **Selective Routing** – A feature that routes E9-1-1 calls from a central office to the designated primary PSAP based upon the identified number of the calling party.

Service Supplier – A person providing a telephone service or a CMRS to a service user in this state.

Service User – An exchange access facility or CMRS service customer of a service supplier within a 9-1-1 system.

Tariff – The rate approved by the Public Service Commission for 9-1-1 service provided by a particular service supplier. Tariff does not include a rate of a commercial mobile radio service by a particular supplier.

Tentative 9-1-1 Service Plan – A plan prepared by 1 or more counties for implementing a 9-1-1 system in a specified 9-1-1 service district.

Transfer Method – A PSAP transfer the 9-1-1 call directly to the appropriate public safety agency or other provider of emergency service that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

Universal Emergency Number Service – Public telephone service that provides service users with the ability to reach a public safety answering point by dialing the digits “9-1-1.” Also referred to as “9-1-1 Service.”

Universal Emergency Number Service System – A system for providing 9-1-1 service under P.A. 80 of 1999. Also referred to as “9-1-1 System”.

Wireless Emergency Service Order – The order of the Federal Communications Commission. FCC docket No. 94-102, adopted June 12, 1996 with an effective date of October 1, 1996.